DOCUMENT RESUME

ED 265 857 IR 051 375

AUTHOR	Griffiths, Jose-Marie; And Others
TITLE	New Directions in Library and Information Science Education. Final Report. Volume 2.4: Special Librarian Competencies.
INSTITUTION	King Research, Inc., Rockville, Md.
SPONS AGENCY	Office of Educational Research and Improvement (ED), Washington, DC. Center for Libraries and Education Improvement.
PUB DATE	84
CONTRACT	300-82-0152
NOTE	219p.; One of 12 volumes supplementing the Final Report on this project (IR 051 371).
PUB TYPE	Information Analyses (070) -- Reference Materials - General (130)
EDRS PRICE	MF01/PC09 Plus Postage.
DESCRIPTORS	*Competence; Employment Patterns; *Job Performance; Job Skills; *Librarians; Library Research; *Library Services; Occupational Information; *Special Libraries
IDENTIFIERS	Competency Identification Procedures; Competency Lists

ABSTRACT

This document contains validated activities and competencies needed by librarians working in a special library. The activities and competencies are organized according to the functions which special librarians perform: acquisitions; cataloging; circulation and user services; collection maintenance; interlibrary loan; management; reference; and serials control. Within each function, competencies are grouped under the categories of Knowledge, Skills, and Attitudes, and three professional levels are dealt with: entry level (0-3 years experience), mid-level (4-9 years experience), and senior level (10 or more years experience). (THC)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

U.S. DEPARTMENT OF EDUCATION
NATIONAL INSTITUTE OF EDUCATION
EDUCATIONAL RESOURCES INFORMATION
CENTER (ERIC)
X This document has been reproduced as received from the person or organization originating it.
☐ Minor changes have been made to improve reproduction quality.
• Points of view or opinions stated in this document do not necessarily represent official NIE position or policy.

ED265857

NEW DIRECTIONS IN LIBRARY AND INFORMATION SCIENCE EDUCATION
FINAL REPORT
VOLUME 2.4
SPECIAL LIBRARIAN COMPETENCIES

1984

By:

Jose-Marie Griffiths, Ph.D.
Paula Meise Strain
Ellen A. Sweet

Submitted to:

Library Education, Research and Resources Branch
Center for Educational Improvement
Office of Educational Research and Improvement
U.S. Department of Education
Suite 725, Brown Building
1200 19th Street, N. W.
Washington, D.C. 20202-1630

King Research, Inc.
6000 Executive Boulevard
Rockville, Maryland 20852

IR051375

New Directions in Library and Information Science Education was prepared for the Office of Educational Research and Improvement under Contract No. 300-82-0152 with the Department of Education. This report does not necessarily reflect the positions or policies of the government, and no official endorsement should be inferred.

VOLUME TWO: SPECIFIC COMPETENCIES

List of Contents

Page

1. Academic Librarian Competencies
2. Public Librarian Competencies
3. School Librarian Competencies
4. Special Librarian Competencies

Introduction i

Acquisitions
- Activities 1
- Knowledge
  - validated as essential versus desirable 10
  - validated as more or less important in the future 13
- Skills
  - validated as essential versus desirable 16
  - validated as more or less important in the future 18
- Attitudes
  - validated as essential versus desirable 19
  - validated as more or less important in the future 21

Cataloging
- Activities 23
- Knowledge
  - validated as essential versus desirable 30
  - validated as more or less important in the future 33
- Skills
  - validated as essential versus desirable 36
  - validated as more or less important in the future 38
- Attitudes
  - validated as essential versus desirable 40
  - validated as more or less important in the future 42

Circulation and User Services
- Activities 44
- Knowledge
  - validated as essential versus desirable 48
  - validated as more or less important in the future 51
- Skills
  - validated as essential versus desirable 54
  - validated as more or less important in the future 56
- Attitudes
  - validated as essential versus desirable 57
  - validated as more or less important in the future 59

List of Contents (cont'd)

Page

4. Special Librarian Competencies (cont'd)

Collection Maintenance
- Activities 60
- Knowledge
  - validated as essential versus desirable 67
  - validated as more or less important in the future 70
- Skills
  - validated as essential versus desirable 72
  - validated as more or less important in the future 74
- Attitudes
  - validated as essential versus desirable 75
  - validated as more or less important in the future 77

Interlibrary Loan
- Activities 78
- Knowledge
  - validated as essential versus desirable 83
  - validated as more or less important in the future 86
- Skills
  - validated as essential versus desirable 89
  - validated as more or less important in the future 91
- Attitudes
  - validated as essential versus desirable 92
  - validated as more or less important in the future 94

Management
- Activities 95
- Knowledge
  - validated as essential versus desirable 106
  - validated as more or less important in the future 108
- Skills
  - validated as essential versus desirable 110
  - validated as more or less important in the future 111
- Attitudes
  - validated as essential versus desirable 112
  - validated as more or less important in the future 114

Reference
- Activities 115
- Knowledge
  - validated as essential versus desirable 121
  - validated as more or less important in the future 124
- Skills
  - validated as essential versus desirable 127
  - validated as more or less important in the future 129
- Attitudes
  - validated as essential versus desirable 130
  - validated as more or less important in the future 132

List of Contents (cont'd)

Page

4. Special Librarian Competencies (cont'd)

Serials Control
Activities 133
Knowledge
validated as essential versus desirable 140
validated as more or less important in the future 143
Skills
validated as essential versus desirable 146
validated as more or less important in the future 148
Attitudes
validated as essential versus desirable 149
validated as more or less important in the future 151

5. Database Producer Professional Competencies

6. Database Distributor/Service Professional Competencies

7. Information Center/Clearinghouse Professional Competencies

8. Records and Information Manager Competencies

9. Archivist/Museum Professional Competencies

10. Information Analysis Center Professional Competencies

11. Information Service Company Professional Competencies

12. Library System Supplier Professional Competencies

INTRODUCTION

This document contains validated activities and competencies needed by information professionals working in a special library. The following operational definition of competency was developed:

> **A competency is a generic knowledge, skill or attitude of a person that is causally related to effective behavior as demonstrated through external performance criteria, where:**
>
> - **Knowledge is having information about, knowing, understanding, being acquainted with, being aware of, having experience of, or being familiar with something, someone, or how to do something.**
> - **Skill is the ability to use one's knowledge effectively.**
> - **Attitude is a mental or emotional approach to something, or someone.**

We have identified several types of knowledge that are necessary to perform information work satisfactorily as follows:

- Basic knowledge in such areas as language, communication, arithmetic operations, etc.
- Subject knowledge of primary subject fields of users served such as medicine, chemistry, law, etc.
- Library and information work environments such as the information community, its participants and their social, economic and technical interrelationships, etc.
- Knowledge of what work is done such as the activities required to provide services and produce products, etc.
- Knowledge of the organization or user community served such as the mission, goals, and objectives of the user or the organization, user's information needs and requirements, etc.

There appear to be three kinds of skills necessary to perform information work satisfactorily including:

- Basic skills such as cognitive, communication, analytical, etc.
- Skills related to each specific activity being performed such as negotiation of reference questions, evaluation of search outputs, etc.
- Other skills such as managing time effectively, budgeting and making projections, etc.

Attitudes of information professionals are found to be extremely important to work performance. We have found it useful to subdivide attitudes into:

- Dispositional attitudes toward one's profession, the organization served, one's work organization, and other people such as users and co-workers.
- Personality traits/qualities such as confidence, inquisitiveness, sense of ethics, flexibility, etc.
- Attitudes related to job/work/organization such as willingness to accept responsibility, willingness to learn, desire to grow, etc.

The activities and competencies are organized according to the functions which information professionals perform, and by professional level as displayed in Figure 1. The competencies are cumulative across professional level, i.e., competencies of mid-level professionals include entries shown at the mid-level as well as those at the entry level, etc.

It is important to understand the distinction between functions performed and positions or job titles. Our rationale behind the functional approach was that we were more concerned with what information professionals do than with what they are called. In a single-person unit therefore, the information professional will undoubtedly perform more than a single function. In using and interpreting the competency data in this document, it is important to consider the functions being performed by

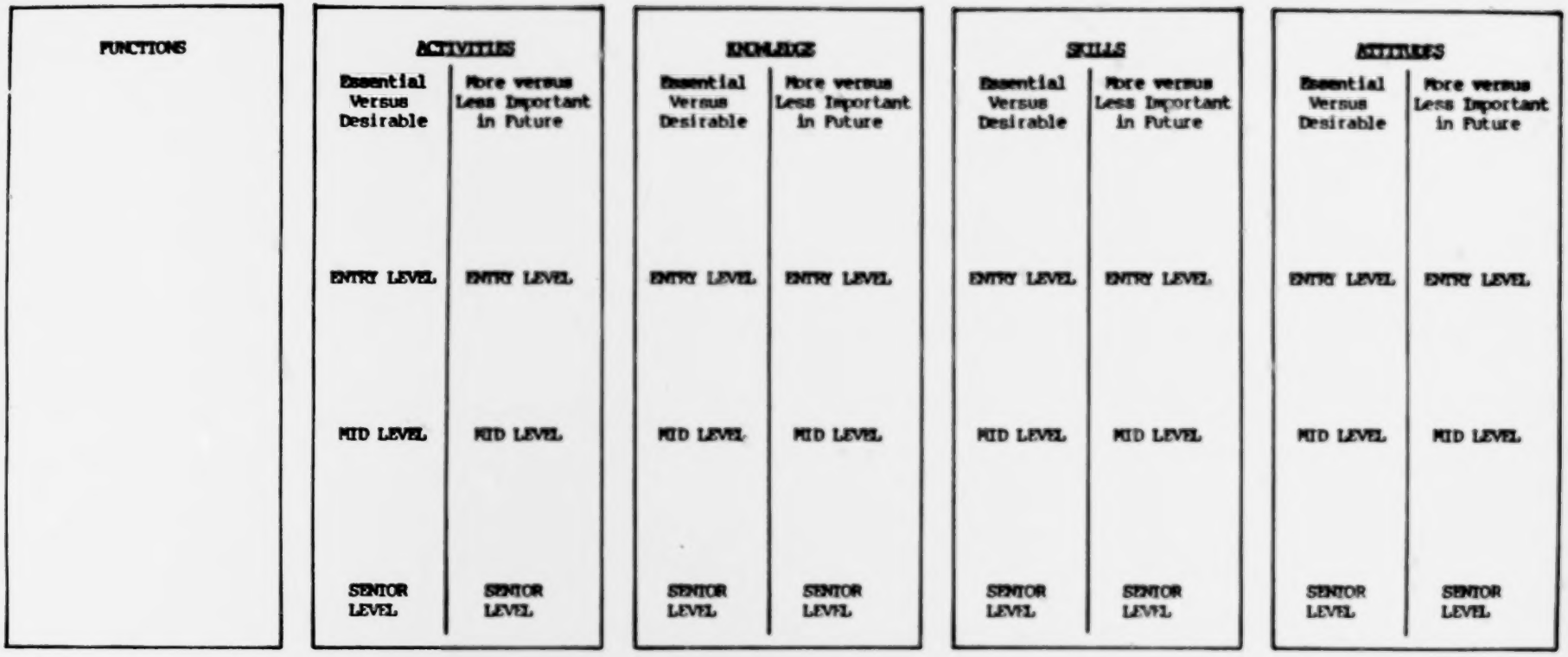

Figure 1 Organization of Activities and Competencies

professionals and the activities being performed to determine which competencies are appropriate. The functions identified for information professionals working in special libraries are:

- acquisitions
- cataloging
- circulation and user services
- collection maintenance
- interlibrary loan
- management
- reference
- serials control.

Three professional levels were defined as follows:

- entry level (up to 3 years of professional experience)
- mid level (4-9 years of professional experience)
- senior level (10 or more years of professional experience).

The activities performed are listed first and numbered sequentially. The actual assignment of individual activities to subcategories of the major activities and to the functions varies from library to library. The organization of activities that we developed provided us with the "best fit" case. Indented and unnumbered activities are essentially paraprofessional activities which, in small libraries, may be performed by professionals.

The activities are followed by the validated sets of knowledge, skills and attitudes. Two versions of each of the lists are provided. The first set have those competencies designated by the validators as essential in bold face print, and those designated as desirable in regular face print. The level of emphasis is denoted by asterisks as follows:

* denotes each competency rated as essential or desirable by 50-70 percent of the validators of that competency

** denotes each competency rated as essential or desirable by 71-84 percent of that validators of that competency

*** denotes each competency rated as essential or desirable by 85-100 percent of the validators of that competency.

The second set of knowledge, skills, and attitudes have competencies designated by the validators as becoming more or less important in the future. Again, the level of emphasis is denoted by asterisks as follows:

* denotes each competency rated by 1-20 percent of those who validated it (as essential, desirable, or not applicable) as becoming more or less important in the future

** denotes each competency rated by 21-40 percent of those who validated it (as essential, desirable, or not applicable) as becoming more or less important in the future

*** denotes each competency rated by 41-100 percent of those who validated it (as essential, desirable, or not applicable) as becoming more or less important in the future

• denotes competencies rated as <u>currently</u> not applicable which have also been rated as becoming more important in the future.

SPECIAL LIBRARIAN COMPETENCIES

ACQUISITIONS

ACQUISITIONS — ENTRY LEVEL

Selection

1. Develop a good understanding of the library's collection development policies and guidelines

2. Receive requests from organization staff for purchase of materials for the collection(s) or for office use

3. Forward orders for serials/numbered series to the serials control section

4. Select materials to order from publishers' catalogs, book reviews, bibliographies, circulation and interlibrary loan requests for materials not owned by the library, exchange lists, etc.

5. Forward bibliographic citations for selected serials/numbered series and any such materials received in the section to the serials control section for processing

6. Examine shipments of unsolicited materials (blanket orders/on-approval shipments, gifts, etc.) to select which items are suitable for retention; annotate processing slips for each item as required

7. Evaluate discarded office copies for possible addition to the library's collection(s)

8. Assign processing priorities to all material selected for the collection(s)

9. Maintain a statistical record of selection and the usefulness of various selection tools

10. Supervise bibliographic searching and verification:

    search in-process file(s) (items on order, want lists, and received items not yet cataloged) and library's catalog(s) to determine if the cited titles are needed for the collection(s)
    annotate citations that are discovered to be serials/numbered series and return them to supervisor
    verify and locate additional bibliographic data, as required; refer problems to supervisor
    maintain record of searching and verification statistics

11. Search for trade and non-trade bibliographic information that technicians are unable to locate; refer problems to higher level staff, as appropriate

ACQUISITIONS — ENTRY LEVEL

Selection (cont'd)

12. Determine source of procurement (jobber, direct, gift, exchange, etc.)

13. Prioritize recommended selections in each subject area; consult with mid level librarian to determine which materials should be placed on the want list for possible order action at a later date

14. Supervise order/request processing:

    prepare records (manual or automated) for items to be ordered/requested now/later
    prepare purchase orders, if required
    prepare order/request documentation for mailing
    claim outstanding orders
    cancel orders, as required
    re-issue orders to different sources, as required
    maintain statistical record of order/request processing operations

Receipt Processing

15. Supervise receipt processing of ordered/requested materials, blanket order/on-approval shipments, unsolicited gifts, etc.

    open packages and retain sender information
    check shipments against packing lists/invoices
    check shipments for damage
    examine received items for imperfections
    for unsolicited shipments, search in-process file(s) and library's catalog(s) to determine which items are needed for the collection
    update in-process file with receipt information
    update in-process file re: any errors in receipt or receipt of damaged/imperfect materials
    annotate packing slips/invoices for damaged/imperfect materials, incorrectly supplied materials, and unwanted materials
    annotate packing slips/invoices to indicate materials which are office copies
    annotate packing slips/invoices to certify receipt of all materials retained
    deliver packing slips/invoices to invoice processor
    insert and/or update processing slips for materials to be retained
    mark materials retained for the collection as required (invoice number, date of receipt, etc.)
    place materials to be cataloged on the appropriate book trucks
    forward any serials/numbered series received to the serials control section

ACQUISITIONS — ENTRY LEVEL

Receipt Processing (cont'd)

15. Supervise receipt processing of ordered/requested materials, blanket order/on-approval shipments, unsolicited gifts, etc. (cont'd)

    process office copies as required and send to the appropriate staff members
    send form letters to acknowledge gifts, if appropriate
    prepare damaged/imperfect materials, incorrectly supplied materials, and unwanted materials for return to suppliers, if appropriate
    place unwanted/damaged items not to be returned to suppliers in specified area to await proper disposal
    maintain statistical record of receipt processing operations

16. Supervise the delivery of library materials to the cataloging section at regular intervals

17. Supervise preparation and disposal of unwanted library materials

File Maintenance

18. Supervise creation and maintenance of in-process file(s)

    input orders/requests, want list items, unsolicited receipts
    update records based on correspondence received and actions taken
    update records with receipt, return and disposal information
    update records with cataloger assignment, if appropriate
    update records when cataloging has been completed and items are no longer in process
    delete records at appropriate intervals, maintain statistical records of file creation and maintenance operations

19. Supervise maintenance of accession records for materials which will not be added to the library's collections, if required

Other

20. Handle problems related to the selection and acquisition of library materials; refer special problems to higher level staff, as appropriate

21. Assist staff in locating materials received in the library but still in process

22. Advise other libraries of sources used to obtain difficult-to-locate materials

ACQUISITIONS — ENTRY LEVEL

Other (cont'd)

23. Supervise the preparation of exchange lists for items selected by senior librarians

24. Examine dealers' stocks and publishers'/producers' displays at book/AV fairs and conferences in order to become familiar with the characteristics of the various offerings

25. Conduct library business by phone, when appropriate

26. Write memos and letters, as required

27. Prepare manuals of procedures

28. Make recommendations to the section manager for improvement in operations of the unit/section

29. Attend and participate in staff meetings

30. Provide an overview of the operations of the unit/section to visitors, as requested

31. Supervise technicians and other paraprofessional staff

32. Work to develop "esprit de corps" among staff supervised

33. Assist section manager in writing job descriptions for self and for staff supervised

34. Assist section manager in developing performance standards for self and for staff supervised

35. Assist section manager in the review and performance evaluation of staff supervised

36. Assist in the selection of new technicians and paraprofessionals

37. Keep abreast of developments in the information field, library practice or legislation that affect selection and acquisition of library materials

38. Attend professional meetings and prepare reports for dissemination to staff

39. Develop professional contacts both within and outside the library

ACQUISITIONS — MID LEVEL

Selection

40. Keep abreast of the information needs of the parent organization so that selection of library materials may be made to support new areas of interest/activity

41. Select materials which are to be placed on the want list based on recommendations of entry level staff

Verification and Ordering

42. Supervise the maintenance of an address file of procurement sources

43. Draft form letters for ordering/requesting library materials, claiming/canceling orders, acknowledging gifts, etc.

44. Schedule purchases of library materials in order to operate within the budget

45. Work with contract and/or purchasing department(s) of the parent organization to identify requirements and develop draft procedures for purchasing library materials

46. Work with serials control staff to develop draft procedures for ordering and fiscal control of serials/numbered series

Fiscal Control

47. Work with the finance and accounting department of the parent organization to identify requirements and develop draft procedures for processing invoices for payment

48. Supervise invoice processing for acquisition of library materials

receive and log in packaging slips/invoices from acquisitions and serials control staff with receipt information noted
receive and log in original invoices
match original invoices with annotated packaging slips/invoice copies
convert currency to U.S. dollars, if required
search/request search of acquisition and serials control files to verify receipt, if necessary
maintain record of expenditures by account, including office copy charges to individual departments
process approved invoices for payment and forward them to the appropriate fiscal office
process purchase order documents as required
receive correspondence from suppliers

ACQUISITIONS — MID LEVEL

Fiscal Control (cont'd)

48. Supervise invoice processing for acquisition of library materials (cont'd)

    draft replies to correspondence concerning payment problems
    prepare prepayment statements if required
    maintain files of invoices and other documents related to the purchase of library materials
    prepare reports of expenditures and balances in all accounts
    maintain a record of invoice processing statistics

49. Maintain control of the library materials budget; notify the section manager of situations which may require special action

50. Review reports of expenditures and balances in all accounts as prepared by an accounting technician; draft narrative statements to accompany the reports, if required

51. Approve/modify draft replies to correspondence concerning payment problems

52. Work with the finance and accounting department to establish deposit accounts with certain suppliers

53. Determine the average cost of each type of library material purchased

54. Project budget requirements for purchasing library materials for the new fiscal year

55. Assess performance of existing equipment/systems used in acquisitions and investigate capabilities of other equipment/systems

56. Recommend acquisition of new/additional equipment/systems

57. Train staff in operation and in-house maintenance of equipment/systems

58. Supervise in-house operation and maintenance of equipment/systems

59. Gather information for maintenance contracts on equipment/systems

60. Draft statements of work for contact proposals for services, systems, equipment and/or maintenance

61. Evaluate contractors' proposals

62. Train and supervise entry level staff and accounting technician(s)

ACQUISITIONS — MID LEVEL

Fiscal Control (cont'd)

63. Assist in the selection of new professional staff and accounting technician(s)

64. Write articles for professional journals/newsletters when appropriate

ACQUISITIONS — SENIOR LEVEL

Selection

65. Select and maintain an up-to-date collection of selection tools and aids to bibliographic verification

66. Together with reference and interlibrary loan section staff members, analyze library resources in the area and make recommendations concerning the degree to which duplication of collections should occur. Identify subject areas in which resource sharing may be mutually beneficial

67. Formulate draft selection and retention policies for all types of library materials

68. Prepare draft selection guidelines to be used by section staff as an aid to interpreting selection policies

69. Periodically review staff selections to ensure more uniform interpretation of the selection policies; conduct training sessions as required

70. Evaluate the existing collection(s) and identify areas of weakness

71. Prepare lists of materials to be purchased in order to upgrade areas of weakness in the collection(s)

72. Together with reference staff, compile lists of reference books and standard works that comprise a basic collection in each major subject area. New editions of these materials are purchased automatically

73. Together with reference staff, select materials for a small collection to support organizational staff who may be located in a remote facility

ACQUISITIONS — SENIOR LEVEL

Selection (cont'd)

74. Develop guidelines for identifying materials in the collection(s) which should be retained in microform for preservation

75. Select materials to be weeded from the collection; coordinate procedures for this periodic activity with circulation, collection maintenance, and catalog file maintenance staff members

76. Select items to be replaced which have been reported as missing following an inventory of the collection

77. Review damaged materials identified by collection maintenance staff; determine which materials should be replaced, discarded, rebound, or replaced by a new edition or more recent work on the same subject

78. Select items which have been weeded or set aside for disposal which may be offered to exchange partners

79. Identify existing collections of special value to the library which are advertised for sale or which may be solicited as gifts

Other

80. Function as a technical expert in all matters of selection and acquisition of library materials

81. Work with senior cataloging and serials control staff members to identify proccessing priorities and draft guidelines for priority assignment to all incoming library materials

82. Interview salesmen and publishers' and dealers' representatives to learn about forthcoming publications, revisions of standard reference works, services offered, etc.

83. Assist the section manager in negotiating with publishers' and dealers' representatives to set up on approval programs and other services

84. Prepare an evaluation of each dealer's performance for review by the section manager

85. Identify sources for obtaining out of print materials which are to be replaced/added to the collection

86. Draft a gift acceptance policy statement

ACQUISITIONS — SENIOR LEVEL

Other (cont'd)

87. Identify potential exchange partners

88. Draft an exchange policy statement

89. Draft documentation to establish an exchange program

90. Supervise the exchange program

91. Appraise the value of highly specialized and rare materials

92. Identify sources for disposal of unwanted materials

93. Draft documentation to set up disposal program, including special provisions for disposal of classified materials

94. Draft all selection and acquisition procedures and policies; draft revisions as required

95. Flowchart and document selection and acquisition procedures

96. Assist section manager in on-going systems analysis of the section

97. Analyze statistics for all operations in the section and prepare draft statistical reports

98. Train and supervise mid level staff

99. Function as section manager in his/her absence

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

KNOWLEDGE

ACQUISITIONS	ENTRY LEVEL

Basic knowledge

*** knowledge related to literacy, numeracy, communications, etc.

Subject knowledge

* knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
*** knowledge of foreign languages

Library & Information Science Knowledge (Generic)

*** knowledge of definition, structure, and formats of information
* knowledge of alternative approaches to the organization of information
* knowledge of alternative approaches to retrieval of information
* knowledge of alternative approaches to information management
* knowledge of available and emerging information technologies and their applications
* knowledge of completed and ongoing research in the field and its applicability to practice
* knowledge of career opportunities
** knowledge of how to learn on an ongoing basis

Knowledge about information work environments

* knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
* knowledge of the variety of work settings and their organizational structures
* knowledge of the functions performed within the various work settings and the services and products offered
* knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

*** knowledge of the acquisitions function, the range of services and products offered (both actual and potential)
*** knowledge of the activities that are required to offer the services and produce the products
** knowledge of the various resources that are necessary to support the activities
*** knowledge of acquisition tools and sources of bibliographic information
** knowledge of acquisition methods and techniques
*** knowledge of performance expected and how it can be measured
*** knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

KNOWLEDGE

ACQUISITIONS — ENTRY LEVEL

Knowledge of how to do work

*** knowledge of how to perform the various activities
*** knowledge of how to use the acquisitions tools and sources of bibliographic information
*** knowledge of how to apply the acquisitions methods and techniques
* knowledge of personnel procedures

Knowledge of the organization served and its library (or information center)

*** knowledge of the mission, goals and objectives of the organization served
*** knowledge of the structure of the organization and the role of the library (or information center) within the organization
* knowledge of the various projects and key personnel within the organization
*** knowledge of the policies and procedures relevant to the library (or information center)
** knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
** knowledge of the users' information needs and requirements
** knowledge of the collection, and of related collections

ACQUISITIONS — MID LEVEL

*** greater depths of knowledge specified above
** knowledge of the operations of other sections in the library and how they relate to acquisitions
*** knowledge of available vendor-supplied systems, services and products to support acquisitions
*** knowledge of the contracting process, both in general and within the organization
* knowledge of evaluation methods and techniques to evaluate systems, services and products

KNOWLEDGE

ACQUISITIONS	SENIOR LEVEL

*** greater depths of knowledge specified above
* knowledge of public relations techniques
* knowledge of statistical description, analysis, interpretation and presentation
*** knowledge of the costs associated with library resources (materials, personnel, space, etc.)
** knowledge of cost analysis and interpretation methods
*** knowledge of methods of resource allocation
** knowledge of standards, measures and methods for evaluating personnel
* knowledge of alternative management structures and their implications for the operation of the library
* state-of-the-art knowledge of library research and practice

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

KNOWLEDGE

ACQUISITIONS — ENTRY LEVEL

Basic knowledge

* knowledge related to literacy, numeracy, communications, etc.

Subject knowledge

** knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
* knowledge of foreign languages

Library & Information Science Knowledge (Generic)

** knowledge of alternative approaches to the organization of information
** knowledge of alternative approaches to retrieval of information
*** knowledge of alternative approaches to information management
** knowledge of available and emerging information technologies and their applications
** knowledge of completed and ongoing research in the field and its applicability to practice
* knowledge of career opportunities
** knowledge of how to learn on an ongoing basis

Knowledge about information work environments

** knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
** knowledge of the variety of work settings and their organizational structures
* knowledge of the functions performed within the various work settings and the services and products offered
** knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

* knowledge of the acquisitions function, the range of services and products offered (both actual and potential)
* knowledge of the activities that are required to offer the services and produce the products
* knowledge of the various resources that are necessary to support the activities
** knowledge of performance expected and how it can be measured
* knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

ACQUISITIONS — ENTRY LEVEL

Knowledge of how to do work

* knowledge of how to apply the acquisitions methods and techniques
* knowledge of personnel procedures

Knowledge of the organization served and its library (or information center)

* knowledge of the mission, goals and objectives of the organization served
* knowledge of the structure of the organization and the role of the library (or information center) within the organization
** knowledge of the various projects and key personnel within the organization
* knowledge of the policies and procedures relevant to the library (or information center)
* knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
* knowledge of the users' information needs and requirements
* knowledge of the collection, and of related collections

ACQUISITIONS — MID LEVEL

** knowledge of the operations of other sections in the library and how they relate to acquisitions
** knowledge of available vendor-supplied systems, services and products to support acquisitions
* knowledge of the contracting process, both in general and within the organization
* knowledge of evaluation methods and techniques to evaluate systems, services and products

KNOWLEDGE

ACQUISITIONS	SENIOR LEVEL

* knowledge of public relations techniques
* knowledge of statistical description, analysis, interpretation and presentation
* knowledge of the costs associated with library resources (materials, personnel, space, etc.)
* knowledge of cost analysis and interpretation methods
* knowledge of methods of resource allocation
* knowledge of standards, measures and methods for evaluating personnel
* knowledge of alternative management structures and their implications for the operation of the library

** state-of-the-art knowledge of library research and practice

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

SKILLS

ACQUISITIONS — ENTRY LEVEL

Basic Skills

*** literacy, numeracy, cognitive, analytical, communications, etc.

Skills Related to Specific Activities

Ability to:

* perform each activity
* establish rapport with users and colleagues
* communicate well by written, verbal and non-verbal means
  conduct an interview
* conduct meetings with individuals and groups
* collect, analyze and interpret data
* make decisions and recommendations based on available information
  supervise staff
* work independently and in groups
  develop criteria for evaluation

Ability to:

* make effective, timely, and well-informed decisions
  isolate and define problems and develop the necessary criteria and
  action for their solution
** manage time effectively

ACQUISITIONS — MID LEVEL

Skills Related to Each Specific Activity

** Skills listed above are developed to a greater extent

Ability to:

** perceive the needs of the organization and not just the library
* anticipate long-range needs of library
** design systems and procedures to improve library operations
* arbitrate and negotiate

SKILLS

ACQUISITIONS — SENIOR LEVEL

*** Skills listed above are developed to a greater extent

Ability to:

*** apply methods of measurement and evaluation
*** budget and make projections
*** optimize the use of library resources

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

SKILLS

ACQUISITIONS — ENTRY LEVEL

Basic Skills

* literacy, numeracy, cognitive, analytical, communications, etc.

Skills Related to Specific Activities

Ability to:

* communicate well by written, verbal and non-verbal means
** conduct an interview
* conduct meetings with individuals and groups
* make decisions and recommendations based on available information
* supervise staff
* work independently and in groups
* develop criteria for evaluation

Ability to:

* manage time effectively

ACQUISITIONS — MID LEVEL

Skills Related to Each Specific Activity

* Skills listed above are developed to a greater extent

Ability to:

* perceive the needs of the organization and not just the library
* anticipate long-range needs of library
** design systems and procedures to improve library operations
* arbitrate and negotiate

ACQUISITIONS — SENIOR LEVEL

---

* Skills listed above are developed to a greater extent

Ability to:

* apply methods of measurement and evaluation
* budget and make projections
* optimize the use of library resources

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

ATTITUDES

ACQUISITIONS

Dispositional Attitudes

Attitudes Toward Institutions

*** Respect for profession
*** Respect for the library
** Respect for the parent organization

Attitudes Toward Other People

Toward Users

*** Respect users
* Like people in general
** Like to help people
Like to meet people
Like to make others feel comfortable
* Sensitive to others' needs

Toward Others in the Workplace

** Respect co-workers
* Like to work with others/as a team
Like to work on own
* Willingness to draw upon and share knowledge and experience with others
* Supportive of co-workers
* Enjoy managing/supervising others

Personal Qualities

** Alertness
* Assertiveness
* Compassion/Kindness
* Confidence
* Cheerfulness
*** Dependability
Determination/Tenacity
* Diplomacy
* Emotional stability
* Fairness
* Flexibility/Versatility
* Imagination
* Inquisitiveness

ACQUISITIONS

Personal Qualities (cont'd)

- * Leadership ability
- * Neatness
- * Need for achievement
- * Objectivity
- * Open-mindedness
- * Optimism/Positive attitude
- ** Organization
- Patience
- Physical endurance
- ** Resourceful
- ** Sensitive/Thoughtful
- * Sense of humor
- *** Sense of ethics
- * Tolerance

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

- *** Willingness to take/accept responsibility
- * Willingness to take initiative
- ** Willingness to respond to authority, apply and follow policy
- ** Desire to learn/try
- * Willingness to fail
- *** Willingness to ask questions
- ** Desire to work to best of ability
- ** Responsiveness to time constraints
- *** Accuracy
- * Willingness to get hands dirty
- ** Attention to detail
- * Willingness to do clerical tasks
- *** Desire to follow-through
- * Service orientation
- * Organizational identity
- * Willingness to promote library and its services
- ** View of library as part of a larger information environment
- ** View of library as an organization
- * Ability to see broad picture
- * Ability to sacrifice short-term gains for long-term goals
- * Political sense
- * Curiosity
- * Variety of interests
- * Desire to grow personally
- * Desire to grow professionally
- * Desire to remain current in specific and general subject field
- ** Positive attitude toward job

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

ATTITUDES

ACQUISITIONS

Dispositional Attitudes

Attitudes Toward Institutions

* Respect for profession
* Respect for the library
** Respect for the parent organization

Attitudes Toward Other People

Toward Users

* Respect users
* Like people in general
** Like to help people
* Like to meet people
* Like to make others feel comfortable
** Sensitive to others' needs

Toward Others in the Workplace

* Respect co-workers
** Like to work with others/as a team
* Like to work on own
** Willingness to draw upon and share knowledge and experience with others
* Supportive of co-workers
** Enjoy managing/supervising others

Personal Qualities

* Alertness
* Confidence
* Dependability
* Determination/Tenacity
* Diplomacy
* Emotional stability
* Fairness
* Flexibility/Versatility
* Inquisitiveness
** Leadership ability
* Objectivity
* Open-mindedness
** Organization
* Patience
* Resourceful
* Sense of humor
* Sense of ethics
* Tolerance

ACQUISITIONS

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

* Willingness to take/accept responsibility
* Willingness to take initiative
* Desire to learn/try
* Willingness to fail
* Willingness to ask questions
* Responsiveness to time constraints
* Accuracy
* Willingness to get hands dirty
* Attention to detail
* Willingness to do clerical tasks
* Desire to follow-through
* Service orientation
* Organizational identity
* Willingness to promote library and its services
* View of library as part of a larger information environment
* View of library as an organization
* Ability to see broad picture
** Ability to sacrifice short-term gains for long-term goals
* Political sense
* Curiosity
** Desire to grow personally
* Desire to grow professionally
** Desire to remain current in specific and general subject field
* Positive attitude toward job

SPECIAL LIBRARIAN COMPETENCIES

CATALOGING

ACTIVITIES

CATALOGING	ENTRY LEVEL

1. Supervise and perform, as required, pre-cataloging searching
2. Perform descriptive cataloging (with or without copy) for materials which will require original cataloging
3. Determine main and added entries
4. Assign subject headings from the approved list(s) of headings
5. Classify materials using the approved classification system(s)
6. Establish cataloging authority data
7. Establish cross reference data
8. Code cataloging and authority data for data entry as part of the cataloging process, or prepare the main entry catalog card
9. Recatalog and reclassify materials already in the collection, as required
10. Consult reference books and/or online files, and/or make phone calls to obtain information necessary for cataloging
11. Refer cataloging problems to higher level staff
12. Keep abreast of changes relating to cataloging procedures (e.g., in-house memos, LC rule interpretations of AACR 2, new subject terms, updated instructions for searching/updating online files, etc.)
13. Maintain a record of pre-cataloging searching statistics
14. Maintain a record of cataloging statistics

Other

15. Write memos and letters as required
16. Prepare manuals of procedures for pre-cataloging searching
17. Select/develop a processing form to be use in pre-cataloging searching
18. Make recommendations to the section manager for improvement in operations of the unit/section and for improvement in bibliographic access to the collection(s)
19. Attend and participate in staff meetings

CATALOGING — ENTRY LEVEL

Other (cont'd)

20. Provide an overview of the operations of the unit/section to visitors, as requested

21. Train and supervise pre-cataloging searchers

22. Work to develop "esprit de corps" among staff supervised

23. Assist section manager in writing job descriptions for self and staff supervised

24. Assist section manager in developing performance standards for self and for staff supervised

25. Assist section manager in the review and performance evaluation of staff supervised

26. Assist in the selection of new technicians

27. Keep abreast of developments in the information field or library practice that affect cataloging, classification, and bibliographic files and networks

28. Attend professional meetings and prepare reports for dissemination to staff

29. Develop professional contacts both within and outside the library

CATALOGING — MID LEVEL

30. Perform cataloging and classification of difficult materials

31. Supervise limited cataloging of certain types of library materials and titles for which network supplied cataloging will be accepted

32. Supervise Cuttering, as required

33. Handle cataloging problems encountered by entry level staff; refer to higher level staff, if necessary

CATALOGING	MID LEVEL

34. Maintain a statistical record of cataloging difficult items

35. Maintain a record of limited cataloging statistics

36. Maintain a record of Cuttering statistics

Bibliographic Files

37. Supervise maintenance of accession records, if appropriate

38. Supervise online entry of cataloging data and/or locator data, if appropriate

39. Supervise proofreading of computer printouts of cataloging data, if appropriate

40. Supervise ordering/preparation of card sets, if a card catalog is maintained

41. Supervise and revise filing of cards, if required

42. Supervise physical maintenance of the card catalog, if required

    replace catalog cards, guide cards, and drawer labels
    shift cards

43. Supervise updating the bibliographic files (online or manual)

    add/correct locator data
    indicate number of copies owned
    indicate holdings data for multi-volume sets
    indicate withdrawal or loss of materials
    delete/correct incorrect records

44. Supervise production of lists of new accessions; forward them to the circulation section for distribution

45. Maintain statistical records of operations relating to the creation and maintenance of bibliographic files

CATALOGING — MID LEVEL

Materials Processing

46. Supervise the physical processing of all items to be added to the library's collection(s):

    mark materials with the library's identification
    affix security labels
    type and apply classification labels
    prepare item cards for circulation, or affix circulation bar code/OCR labels
    affix date due slips, if required
    open new books
    apply purchased covers
    mount pamphlet-type materials in special binders
    place AV materials in proper storage containers, if required
    segregate materials requiring special treatment or repairs and deliver to collection maintenance section
    place new materials on appropriate book trucks and deliver to designated locations in library

47. Maintain statistical records of operations relating to the physical processing of materials

Other

48. Prepare manuals of procedures for limited cataloging, Cuttering, creation and maintenance of bibliographic files, and for physical processing of library materials

49. Select/develop processing forms/input forms to be used in all activities supervised

50. Work closely with collection maintenance staff and selection staff during inventories and/or weeding so bibliographic files may be updated as required

51. Assess performance of existing equipment/systems used in cataloging and investigate capabilities of other equipment/systems

52. Recommend acquisition of new/additional equipment/systems

53. Train staff in operation and in-house maintenance of equipment/systems

54. Supervise in-house operation and maintenance of equipment/systems

55. Gather information for maintenance contracts on equipment/systems

CATALOGING — MID LEVEL

Other (cont'd)

56. Draft statements of work for contract proposals for services, systems, equipment and/or maintenance

57. Evaluate contractors' proposals

58. Assess quality of supplies used in physical processing of library materials

59. Work with circulation and collection maintenance staff members to recommend changes in supplies/methods for physical processing of library materials when current processing is inadequate

60. Train and supervise entry level catalogers

61. Train and supervise technicians and paraprofessionals

62. Assist in the selection of new professional staff

63. Write articles for professional journals/newsletters when appropriate

CATALOGING — SENIOR LEVEL

Cataloging

64. Function as a technical expert in the cataloging section

65. Determine level of cataloging (full or limited) for all materials received for cataloging

66. Assign materials to each cataloger

67. Supervise recordkeeping indicating location in section of each item to be cataloged

68. Revise all cataloging performed in section and/or under contract to ensure consistency of interpretation of library's cataloging policies and standards

69. Maintain a statistical record for each cataloger indicating quantity and quality of cataloging produced

70. Maintain a summary record of revision statistics

CATALOGING — SENIOR LEVEL

Other

71. Maintain an up-to-date collection of reference works necessary to support cataloging and creation of authority records

72. Prepare cataloging manuals and other aids to improve the quality of cataloging produced by the section or by contractors

73. Select/develop cataloging input forms

74. Draft cataloging procedures and policies; draft revisions as required

75. Draft guidelines for determining level of cataloging to be given to various categories of library materials

76. Keep abreast of developments in network, national, and international standards for bibliographic description

77. Together with the section manager, represent the library at bibliographic network/consortia meetings

78. Keep abreast of the information needs of the parent organization so that proper assignment of subject headings and classification numbers may provide users with ready access to topics of special importance

79. Recommend expansion of the library's classification system(s) as required

80. Recommend expansion of the library's standard list of subject headings, as required

81. Work with serials control and interlibrary loan staff members to produce and/or update the library's serials holdings list

82. Make inquiries and recommendations concerning the advertisement, publication, and distribution of book/microform catalogs, lists of new titles cataloged, etc.

83. Recommend participation in bibliographic network(s)/projects

84. Supervise the procedures and quality of data for input to union catalogs and bibliographic networks/projects

85. Flowchart and document all cataloging section procedures

86. Assist section manager in on-going systems analysis of the section

CATALOGING — SENIOR LEVEL

Other (cont'd)

87. Analyze cataloging section statistics and prepare draft statistical reports

88. Train and supervise mid level staff

89. Function as section manager in his/her absence

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

CATALOGING — ENTRY LEVEL

Basic knowledge

*** knowledge related to literacy, numeracy, communications, etc.

Subject knowledge

* knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
** knowledge of foreign languages

Library & Information Science Knowledge (Generic)

*** knowledge of definition, structure, and forms of information
** knowledge of alternative approaches to the organization of information
** knowledge of alternative approaches to retrieval of information
* knowledge of alternative approaches to information management
* knowledge of available and emerging information technologies and their applications
* knowledge of completed and ongoing research in the field and its applicability to practice
knowledge of career opportunities
*** knowledge of how to learn on an ongoing basis

Knowledge about information work environments

** knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
** knowledge of the variety of work settings and their organizational structures
* knowledge of the functions performed within the various work settings and the services and products offered
* knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

*** knowledge of the cataloging function, the range of services and products offered (both actual and potential)
** knowledge of the activities that are required to offer the services and produce the products
** knowledge of the various resources that are necessary to support the activities
*** knowledge of cataloging tools and sources of bibliographic information
*** knowledge of cataloging methods and techniques
** knowledge of performance expected and how it can be measured
** knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

CATALOGING — ENTRY LEVEL

Knowledge of how to do work

*** knowledge of how to perform the various activities
*** knowledge of how to use the cataloging tools and sources of bibliographic information
*** knowledge of how to apply the cataloging methods and techniques
** knowledge of personnel procedures

Knowledge of the organization served and its library (or information center)

* knowledge of the mission, goals and objectives of the organization served
* knowledge of the structure of the organization and the role of the library (or information center) within the organization
* knowledge of the various projects and key personnel within the organization
*** knowledge of the policies and procedures relevant to the library (or information center)
** knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
*** knowledge of the users' information needs and requirements
** knowledge of the collection, and of related collections

CATALOGING — MID LEVEL

*** greater depths of knowledge specified above
** knowledge of the operations of other sections in the library and how they relate to cataloging
** knowledge of available vendor-supplied systems, services and products to support cataloging
* knowledge of the contracting process, both in general and within the organization
* knowledge of evaluation methods and techniques to evaluate systems, services and products

CATALOGING — SENIOR LEVEL

*** greater depths of knowledge specified above
* knowledge of public relations techniques
* knowledge of statistical description, analysis, interpretation and presentation
* knowledge of the costs associated with library resources (materials, personnel, space, etc.)
* knowledge of cost analysis and interpretation methods
*** knowledge of methods of resource allocation
** knowledge of standards, measures and methods for evaluating personnel
** knowledge of alternative management structures and their implications for the operation of the library
*** state-of-the-art knowledge of library research and practice

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

CATALOGING — ENTRY LEVEL

Basic knowledge

* knowledge related to literacy, numeracy, communications, etc.

Subject knowledge

** knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
** knowledge of foreign languages

Library & Information Science Knowledge (Generic)

* knowledge of definition, structure, and formats of information
** knowledge of alternative approaches to the organization of information
** knowledge of alternative approaches to retrieval of information
** knowledge of alternative approaches to information management
** knowledge of available and emerging information technologies and their applications
* knowledge of completed and ongoing research in the field and its applicability to practice
*** knowledge of career opportunities
* knowledge of how to learn on an ongoing basis

Knowledge about information work environments

* knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
** knowledge of the variety of work settings and their organizational structures
* knowledge of the functions performed within the various work settings and the services and products offered
* knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

* knowledge of the cataloging function, the range of services and products offered (both actual and potential)
* knowledge of the activities that are required to offer the services and produce the products
* knowledge of the various resources that are necessary to support the activities
* knowledge of cataloging tools and sources of bibliographic information
* knowledge of cataloging methods and techniques
* knowledge of performance expected and how it can be measured
* knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

KNOWLEDGE

CATALOGING — ENTRY LEVEL

Knowledge of how to do work

- * knowledge of how to perform the various activities
- * knowledge of how to use the cataloging tools and sources of bibliographic information
- * knowledge of how to apply the cataloging methods and techniques
- ** knowledge of personnel procedures

Knowledge of the organization served and its library (or information center)

- ** knowledge of the mission, goals and objectives of the organization served
- ** knowledge of the structure of the organization and the role of the library (or information center) within the organization
- ** knowledge of the various projects and key personnel within the organization
- * knowledge of the policies and procedures relevant to the library (or information center)
- * knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
- * knowledge of the users' information needs and requirements
- * knowledge of the collection, and of related collections

CATALOGING — MID LEVEL

- * greater depths of knowledge specified above
- * knowledge of the operations of other sections in the library and how they relate to cataloging
- * knowledge of available vendor-supplied systems, services and products to support cataloging
- * knowledge of the contracting process, both in general and within the organization
- * knowledge of evaluation methods and techniques to evaluate systems, services and products

CATALOGING — SENIOR LEVEL

* greater depths of knowledge specified above
* knowledge of public relations techniques
* knowledge of statistical description, analysis, interpretation and presentation
* knowledge of the costs associated with library resources (materials, personnel, space, etc.)
* knowledge of cost analysis and interpretation methods
* knowledge of methods of resource allocation
* knowledge of standards, measures and methods for evaluating personnel
* knowledge of alternative management structures and their implications for the operation of the library
* state-of-the-art knowledge of library research and practice

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

SKILLS

CATALOGING — ENTRY LEVEL

Basic Skills

*** literacy, numeracy, cognitive, analytical, communications, etc.

Skills Related to Specific Activities

Ability to:

* perform each activity
* establish rapport with users and colleagues
* communicate well by written, verbal and non-verbal means
  conduct an interview
* conduct meetings with individuals and groups
* collect, analyze and interpret data
* make decisions and recommendations based on available information
* supervise staff
* work independently and in groups
  develop criteria for evaluation

Ability to:

** make effective, timely, and well-informed decisions
** isolate and define problems and develop the necessary criteria and action for their solution
** manage time effectively

CATALOGING — MID LEVEL

Skills Related to Each Specific Activity

*** Skills listed above are developed to a greater extent

Ability to:

** perceive the needs of the organization and not just the library
* anticipate long-range needs of library
** design systems and procedures to improve library operations
* arbitrate and negotiate

SKILLS

CATALOGING — SENIOR LEVEL

*** Skills listed above are developed to a greater extent

Ability to:

** apply methods of measurement and evaluation
** budget and make projections
*** optimize the use of library resources

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

SKILLS

CATALOGING — ENTRY LEVEL

Basic Skills

* literacy, numeracy, cognitive, analytical, communications, etc.

Skills Related to Specific Activities

Ability to:

* perform each activity
* establish rapport with users and colleagues
* communicate well by written, verbal and non-verbal means
* conduct an interview
* conduct meetings with individuals and groups
** collect, analyze and interpret data
* make decisions and recommendations based on available information
* supervise staff
* work independently and in groups
* develop criteria for evaluation

Ability to:

* make effective, timely, and well-informed decisions
** isolate and define problems and develop the necessary criteria and action for their solution
* manage time effectively

CATALOGING — MID LEVEL

Skills Related to Each Specific Activity

* Skills listed above are developed to a greater extent

Ability to:

* perceive the needs of the organization and not just the library
* anticipate long-range needs of library
* design systems and procedures to improve library operations
* arbitrate and negotiate

SKILLS

CATALOGING — SENIOR LEVEL

* Skills listed above are developed to a greater extent

Ability to:

* apply methods of measurement and evaluation
* budget and make projections
* optimize the use of library resources

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

CATALOGING

Dispositional Attitudes

Attitudes Toward Institutions

** Respect for profession
** Respect for the library
** Respect for the parent organization

Attitudes Toward Other People

Toward Users

*** Respect users
* Like people in general
* Like to help people
Like to meet people
Like to make others feel comfortable
* Sensitive to others' needs

Toward Others in the Workplace

** Respect co-workers
* Like to work with others/as a team
*** Like to work on own
** Willingness to draw upon and share knowledge and experience with others
** Supportive of co-workers
Enjoy managing/supervising others

Personal Qualities

*** Alertness
* Assertiveness
* Compassion/Kindness
* Confidence
* Cheerfulness
*** Dependability
** Determination/Tenacity
* Diplomacy
* Emotional stability
* Fairness
** Flexibility/Versatility
Imagination
* Inquisitiveness
** Leadership ability

CATALOGING

Personal Qualities (cont'd)

* Neatness
* Need for achievement
* Objectivity
* Open-mindedness
* Optimism/Positive attitude
** Organization
** Patience
* Physical endurance
** Resourceful
** Sensitive/Thoughtful
* Sense of humor
* Sense of ethics
* Tolerance

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

*** Willingness to take/accept responsibility
* Willingness to take initiative
*** Willingness to respond to authority, apply and follow policy
*** Desire to learn/try
** Willingness to fail
*** Willingness to ask questions
*** Desire to work to best of ability
* Responsiveness to time constraints
*** Accuracy
* Willingness to get hands dirty
*** Attention to detail
* Willingness to do clerical tasks
** Desire to follow-through
* Service orientation
* Organizational identity
Willingness to promote library and its services
* View of library as part of a larger information environment
* View of library as an organization
* Ability to see broad picture
* Ability to sacrifice short-term gains for long-term goals
Political sense
** Curiosity
** Variety of interests
* Desire to grow personally
** Desire to grow professionally
* Desire to remain current in specific and general subject field
*** Positive attitude toward job

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

ATTITUDES

CATALOGING

Dispositional Attitudes

Attitudes Toward Institutions

* Respect for profession
* Respect for the library
* Respect for the parent organization

Attitudes Toward Other People

Toward Users

* Respect users
* Like people in general
* Like to help people
* Like to meet people
* Like to make others feel comfortable
* Sensitive to others' needs

Toward Others in the Workplace

* Respect co-workers
* Like to work with others/as a team
* Like to work on own
* Willingness to draw upon and share knowledge and experience with others
* Supportive of co-workers
* Enjoy managing/supervising others

Personal Qualities

* Alertness
* Assertiveness
* Compassion/Kindness
* Confidence
* Cheerfulness
* Dependability
* Determination/Tenacity
* Emotional stability
* Flexibility/Versatility
* Imagination
* Inquisitiveness
* Leadership ability

CATALOGING

Personal Qualities (cont'd)

* Neatness
* Need for achievement
* Objectivity
* Open-mindedness
* Optimism/Positive attitude
* Organization
* Patience
* Physical endurance
* Resourceful
** Sensitive/Thoughtful
* Sense of humor
* Sense of ethics
* Tolerance

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

* Willingness to take/accept responsibility
* Willingness to take initiative
* Willingness to respond to authority, apply and follow policy
* Desire to learn/try
* Willingness to fail
* Willingness to ask questions
* Desire to work to best of ability
* Responsiveness to time constraints
* Accuracy
* Attention to detail
* Willingness to do clerical tasks
* Desire to follow-through
* Service orientation
* Organizational identity
* Willingness to promote library and its services
* View of library as part of a larger information environment
* View of library as an organization
* Ability to see broad picture
* Ability to sacrifice short-term gains for long-term goals
* Political sense
* Curiosity
* Variety of interests
** Desire to grow personally
** Desire to grow professionally
* Desire to remain current in specific and general subject field
* Positive attitude toward job

SPECIAL LIBRARIAN COMPETENCIES

CIRCULATION AND USER SERVICES

ACTIVITIES

CIRCULATION AND USER SERVICES — ENTRY LEVEL

1. Supervise daily operation of the circulation desk:

   receive requests for materials
   fulfill requests for materials
   issue, renew, receive materials
   examine returned materials for damage, proper markings, etc.
   discharge materials
   maintain circulation files for regular and long-term loan periods
   reserve books for individual users
   follow-up overdues
   collect overdue fines, if appropriate
   collect funds for lost materials or charge losses to the respective organizational departments
   maintain record of funds collected and charges assessed
   register users
   maintain registration file
   provide users with information on circulation policies and procedures
   place returned materials on appropriate book trucks
   forward damaged materials to the collection maintenance section
   maintain record of circulation and user statistics
   maintain temporary files of requests for materials owned but not found in the collection
   maintain temporary files of requests for materials not owned by the library

2. Attempt to locate requested materials that technicians report as "not found on shelf"

3. Refer user to interlibrary loan section to obtain materials that are needed before purchased copies could be received

4. Perform circulation procedures when necessary

5. Supervise and schedule shelving/storage of circulated materials in the collections

6. Assist users in locating materials in the catalog and in the collection(s)

7. Monitor use of rare, valuable, or classified materials

8. Assist users in the operation of A-V and other equipment

9. Supervise the distribution of new accessions lists to organizational staff

ACTIVITIES

CIRCULATION AND USER SERVICES	ENTRY LEVEL

10. Set up and maintain display of new books in the reading room

11. Supervise shelving of the current journal issues in the reading room

12. Supervise orderly maintenance of the reading room (clearing tables, re-shelving newspapers, etc.)

13. Handle user complaints; refer to higher level staff if appropriate

14. Check circulation files for materials issued to departing staff; notify manager of circulation section of users' status

15. Keep informed of current copyright legislation and its impact on libraries and users

16. Conduct library business by phone, when appropriate

17. Write memos and letters, as required

18. Prepare manuals of procedures

19. Make recommendations to the section manager for improvement in operations of the unit/section and for improvement in services to users

20. Attend and participate in staff meetings

21. Provide an overview of the operations of the unit/section to visitors, as requested

22. Train and supervise technicians and other paraprofessional staff

23. Work to develop "esprit de corps" among staff supervised

24. Assist section manager in writing job descriptions for self and for staff supervised

25. Assist section manager in developing performance standards for self and for staff supervised

26. Assist section manager in the review and performance evaluation of staff supervised

27. Keep abreast of developments in the information field, library practice, or legislation that affects circulation and use of library materials

ACTIVITIES

CIRCULATION AND USER SERVICES	ENTRY LEVEL

28. Attend professional meetings and prepare reports for dissemination to staff

29. Develop professional contacts both within and outside the library

CIRCULATION AND USER SERVICES	MID LEVEL

30. Forward requests for "not found" and "not owned" materials to the acquisitions section

31. Notify acquisitions section of library materials which have been lost by users

32. Ensure proper posting of copyright legislation notice on all copying machines

33. Conduct library orientation sessions for new organizational staff

34. Devise tools and displays which will ease access to collections and motivate use

35. Make preliminary selection of forms and/or develop draft record formats for all circulation files and operations

36. Work with interlibrary loan section staff and collection maintenance staff to develop procedures and resolve problems related to use of the circulation files/system for interlibrary loan purposes, for control of materials sent to the bindery, and for use in identifying materials for possible weeding

37. Work with the collection maintenance staff to develop procedures and resolve problems related to the daily operation and maintenance of the library's security system by circulation staff

38. Work with collection maintenance and cataloging staff members to recommend changes in supplies/methods for physical processing of library materials when current processing is inadequate

39. Assess performance of existing equipment/systems used in circulation and investigate capabilities of other equipment/systems

40. Recommend acquisition of new/additional equipment/systems

41. Train staff in operation and in-house maintenance of equipment/systems

ACTIVITIES

CIRCULATION AND USER SERVICES	MID LEVEL

42. Supervise in-house operation and maintenance of equipment/systems (including AV hardware)

43. Gather information for maintenance contracts on equipment/systems

44. Draft statements of work for contract proposals for services, systems, equipment and/or maintenance

45. Evaluate contractors' proposals

46. Train and supervise entry level staff

47. Assist in the selection of new professional staff

48. Write articles for professional journals/newsletters when appropriate

CIRCULATION AND USER SERVICES	SENIOR LEVEL

49. Function as a technical expert in the circulation section

50. Draft procedures to expedite return of circulated materials to the collection(s)

51. Make inquiries and recommendations concerning the advertisement, publication, and distribution of print and non-print materials prepared by section staff

52. Draft circulation procedures and policies; draft revisions as required

53. Flowchart and document circulation procedures

54. Assist section manager in on-going systems analysis of the section

55. Analyze circulation statistics and prepare draft statistical reports

56. Analyze financial data and prepare draft financial reports

57. Supervise mid level staff

58. Function as section manager in his/her absence

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

CIRCULATION AND USER SERVICES — ENTRY LEVEL

Basic knowledge

*** knowledge related to literacy, numeracy, communications, etc.

Subject knowledge

* knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
* knowledge of foreign languages

Library & Information Science Knowledge (Generic)

* knowledge of definition, structure, and formats of information
* knowledge of alternative approaches to the organization of information
** knowledge of alternative approaches to retrieval of information
* knowledge of alternative approaches to information management
* knowledge of available and emerging information technologies and their applications
* knowledge of completed and ongoing research in the field and its applicability to practice
* knowledge of career opportunities
** knowledge of how to learn on an ongoing basis

Knowledge about information work environments

knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
knowledge of the variety of work settings and their organizational structures
* knowledge of the functions performed within the various work settings and the services and products offered
** knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

*** knowledge of the circulation function, the range of services and products offered (both actual and potential)
*** knowledge of the activities that are required to offer the services and produce the products
** knowledge of the various resources that are necessary to support the activities
*** knowledge of circulation systems
*** knowledge of circulation methods and techniques
* knowledge of marketing techniques and public relations
* knowledge of performance expected and how it can be measured
** knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

CIRCULATION AND USER SERVICES — ENTRY LEVEL

Knowledge of how to do work

** knowledge of how to perform the various activities
*** knowledge of how to use the circulation systems
** knowledge of how to apply the circulation methods and techniques
* knowledge of personnel procedures

Knowledge of the organization served and its library (or information center)

* knowledge of the mission, goals and objectives of the organization served
** knowledge of the structure of the organization and the role of the library (or information center) within the organization
* knowledge of the various projects and key personnel within the organization
*** knowledge of the policies and procedures relevant to the library (or information center)
*** knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
*** knowledge of the users' information needs and requirements
*** knowledge of the collection, and of related collections

CIRCULATION AND USER SERVICES — MID LEVEL

*** greater depths of knowledge specified above
*** knowledge of the operations of other sections in the library and how they relate to circulation and user services
** knowledge of available vendor-supplied systems, services and products to support circulation and user services
* knowledge of the contracting process, both in general and within the organization
*** knowledge of evaluation methods and techniques to evaluate systems, services and products

CIRCULATION AND USER SERVICES	SENIOR LEVEL

*** greater depths of knowledge specified above
** knowledge of statistical description, analysis, interpretation and presentation
*** knowledge of the costs associated with library resources (materials, personnel, space, etc.)
*** knowledge of cost analysis and interpretation methods
* knowledge of methods of resource allocation
*** knowledge of standards, measures and methods for evaluating personnel
** knowledge of alternative management structures and their implications for the operation of the library
* state-of-the-art knowledge of library research and practice

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

KNOWLEDGE

CIRCULATION AND USER SERVICES — ENTRY LEVEL

Subject knowledge

** knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
* knowledge of foreign languages

Library & Information Science Knowledge (Generic)

* knowledge of definition, structure, and formats of information
* knowledge of alternative approaches to the organization of information
** knowledge of alternative approaches to retrieval of information
* knowledge of alternative approaches to information management
* knowledge of available and emerging information technologies and their applications
** knowledge of completed and ongoing research in the field and its applicability to practice
* knowledge of career opportunities
* knowledge of how to learn on an ongoing basis

Knowledge about information work environments

* knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
** knowledge of the variety of work settings and their organizational structures
** knowledge of the functions performed within the various work settings and the services and products offered
* knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

*** knowledge of the circulation function, the range of services and products offered (both actual and potential)
*** knowledge of the activities that are required to offer the services and produce the products
** knowledge of the various resources that are necessary to support the activities
*** knowledge of circulation systems
*** knowledge of circulation methods and techniques
** knowledge of marketing techniques and public relations
** knowledge of performance expected and how it can be measured
* knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

KNOWLEDGE

CIRCULATION AND USER SERVICES — ENTRY LEVEL

Knowledge of how to do work

* knowledge of how to perform the various activities
* knowledge of how to use the circulation systems
* knowledge of how to apply the circulation methods and techniques
* knowledge of personnel procedures

Knowledge of the organization served and its library (or information center)

* knowledge of the mission, goals and objectives of the organization served
* knowledge of the structure of the organization and the role of the library (or information center) within the organization
* knowledge of the various projects and key personnel within the organization
* knowledge of the policies and procedures relevant to the library (or information center)
* knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
* knowledge of the users' information needs and requirements
* knowledge of the collection, and of related collections

CIRCULATION AND USER SERVICES — MID LEVEL

---

* greater depths of knowledge specified above
* knowledge of the operations of other sections in the library and how they relate to circulation and user services
* knowledge of available vendor-supplied systems, services and products to support circulation and user services
* knowledge of the contracting process, both in general and within the organization
** knowledge of evaluation methods and techniques to evaluate systems, services and products

CIRCULATION AND USER SERVICES — SENIOR LEVEL

* greater depths of knowledge specified above
* knowledge of statistical description, analysis, interpretation and presentation
* knowledge of the costs associated with library resources (materials, personnel, space, etc.)
* knowledge of cost analysis and interpretation methods
* knowledge of methods of resource allocation
* knowledge of standards, measures and methods for evaluating personnel
* knowledge of alternative management structures and their implications for the operation of the library
* state-of-the-art knowledge of library research and practice

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

SKILLS

CIRCULATION AND USER SERVICES — ENTRY LEVEL

Basic Skills

*** literacy, numeracy, cognitive, analytical, communications, etc.

Skills Related to Specific Activities

Ability to:

* perform each activity
*** establish rapport with users and colleagues
*** communicate well by written, verbal and non-verbal means
* conduct an interview
** conduct meetings with individuals and groups
* collect, analyze and interpret data
* make decisions and recommendations based on available information
* supervise staff
* work independently and in groups
** develop criteria for evaluation

Ability to:

* make effective, timely, and well-informed decisions
* isolate and define problems and develop the necessary criteria and action for their solution
** manage time effectively

CIRCULATION AND USER SERVICES — MID LEVEL

Skills Related to Each Specific Activity

*** Skills listed above are developed to a greater extent

Ability to:

** perceive the needs of the organization and not just the library
* anticipate long-range needs of library
* design systems and procedures to improve library operations
* arbitrate and negotiate

SKILLS

CIRCULATION AND USER SERVICES — SENIOR LEVEL

*** Skills listed above are developed to a greater extent

Ability to:

*** apply methods of measurement and evaluation
*** budget and make projections
*** optimize the use of library resources

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

SKILLS

CIRCULATION AND USER SERVICES — ENTRY LEVEL

Skills Related to Specific Activities

Ability to:

* collect, analyze and interpret data
* make decisions and recommendations based on available information
* supervise staff
* develop criteria for evaluation

Ability to:

* manage time effectively

CIRCULATION AND USER SERVICES — MID LEVEL

Skills Related to Each Specific Activity

Ability to:

* perceive the needs of the organization and not just the library
* anticipate long-range needs of library
* design systems and procedures to improve library operations
* arbitrate and negotiate

CIRCULATION AND USER SERVICES — SENIOR LEVEL

Ability to:

* optimize the use of library resources

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

ATTITUDES

CIRCULATION AND USER SERVICES

Dispositional Attitudes

Attitudes Toward Institutions

*** Respect for profession
*** Respect for the library
** Respect for the parent organization

Attitudes Toward Other People

Toward Users

*** Respect users
** Like people in general
* Like to help people
* Like to meet people
* Like to make others feel comfortable
** Sensitive to others' needs

Toward Others in the Workplace

*** Respect co-workers
*** Like to work with others/as a team
Like to work on own
** Willingness to draw upon and share knowledge and experience with others
** Supportive of co-workers
* Enjoy managing/supervising others

Personal Qualities

*** Alertness
* Assertiveness
* Compassion/Kindness
** Confidence
* Cheerfulness
*** Dependability
Determination/Tenacity
*** Diplomacy
** Emotional stability
* Fairness
** Flexibility/Versatility
* Imagination
* Inquisitiveness

CIRCULATION AND USER SERVICES

Personal Qualities (cont'd)

* Leadership ability
* Neatness
* Need for achievement
** Objectivity
* Open-mindedness
** Optimism/Positive attitude
** Organization
** Patience
Physical endurance
** Resourceful
* Sensitive/Thoughtful
** Sense of humor
*** Sense of ethics
*** Tolerance

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

*** Willingness to take/accept responsibility
* Willingness to take initiative
*** Willingness to respond to authority, apply and follow policy
*** Desire to learn/try
* Willingness to fail
*** Willingness to ask questions
*** Desire to work to best of ability
** Responsiveness to time constraints
*** Accuracy
* Willingness to get hands dirty
** Attention to detail
* Willingness to do clerical tasks
** Desire to follow-through
*** Service orientation
* Organizational identity
*** Willingness to promote library and its services
* View of library as part of a larger information environment
* View of library as an organization
*** Ability to see broad picture
* Ability to sacrifice short-term gains for long-term goals
* Political sense
* Curiosity
* Variety of interests
* Desire to grow personally
** Desire to grow professionally
** Desire to remain current in specific and general subject field
*** Positive attitude toward job

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

ATTITUDES

CIRCULATION AND USER SERVICES

Dispositional Attitudes

Attitudes Toward Other People

Toward Others in the Workplace

* Like to work on own
* Enjoy managing/supervising others

Personal Qualities

* Assertiveness
* Flexibility/Versatility
* Imagination
* Organization
* Physical Endurance

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

* Service orientation
* View of library as part of a larger information environment
* View of library as an organization
* Ability to see broad picture
* Ability to sacrifice short-term gains for long-term goals
* Political sense
* Curiosity
* Variety of interests
* Desire to grow personally

SPECIAL LIBRARIAN COMPETENCIES

COLLECTION MAINTENANCE

COLLECTION MAINTENANCE — ENTRY LEVEL

Storage Maintenance

1. Supervise orderly maintenance of shelves and storage areas

   place bookends where needed
   place unbound serial issues in boxes/holders
   perform minor shifting of sections of the collection, as needed
   replace shelf labels and location guides as needed

2. Schedule and supervise shelf reading

   re-shelve materials found in the wrong location
   identify items in poor condition

3. Supervise data collection to support planning for shifting the collection

   measure present collection by categories
   measure shelving/storage equipment capacity

4. Supervise preparation of shelves and other storage equipment prior to shifting the collection

   adjust height of shelves
   prepare shelf lables and stack guides

Preservation of Materials

5. Receive materials for repair, cleaning, binding or replacement as identified by circulation staff

6. Receive materials from cataloging which require repair, reinforcement, special containers or binding

7. Supervise in-house treatment of materials

   repair pages
   clean pages
   reinforce bindings
   laminate book jackets and paperbacks
   prepare containers for periodicals, AV materials, pamphlets
   make covers
   clean and repair AV materials

8. Supervise procedures to obtain photocopies of missing pages and have them bound into the proper items

COLLECTION MAINTENANCE — ENTRY LEVEL

Binding

9. Supervise preparation of materials for binding

prepare binding specifications for monographs selected for binding
arrange serial issues in order and tie binding units together
identify incomplete volumes and notify serial records section of gaps; send for binding when volume is complete
prepare binding specifications for each serial title, if not on file with binder
prepare materials for shipment/pick-up
update binding records with shipment/pick-up date
update circulation records for materials sent to bindery
receive materials from binder
inspect materials for conformity to requirements
check shipment against binder's packing slip/invoice
update binding records with date of return
update circulation records for materials returned from bindery
forward invoice to proper office for payment
maintain file of invoices and other documents related to binding
maintain a statistical record of binding operations

Inventory and Weeding

10. Supervise inventory-taking

assign portions of the shelfist to each technician
identify materials which are missing
identify materials which lack shelfist cards/catalog records
identify materials for which the descriptive cataloging does not match the piece in hand
identify materials which are labeled incorrectly
forward shelflist records for missing items to acquisitions section for possible replacement action
forward materials to cataloging section which require record creation/correction and/or labeling correction

11. Supervise identification of items for possible weeding

flag library materials that have not circulated during a specified time period
notify acquisitions section that selection action is needed
remove materials that have been selected for weeding and forward to cataloging section for file update

12. Maintain a statistical record of inventory-related operations and weeding operations

COLLECTION MAINTENANCE — ENTRY LEVEL

Other

13. Handle problems related to collection maintenance operations; refer problems to higher level staff, as appropriate

14. Conduct library business by phone, when appropriate

15. Write memos and letters, as required

16. Prepare manuals of procedures

17. Make recommendations to the section manager for improvement in operations of the unit/section

18. Attend and participate in staff meetings

19. Provide an overview of the operations of the unit/section to visitors, as requested

20. Supervise technicians and other paraprofessional staff

21. Work to develop "esprit de corps" among staff supervised

22. Assist section manager in writing job descriptions for self and for staff supervised

23. Assist section manager in developing performance standards for self and for staff supervised

24. Assist manager in the review and performance evaluation of staff supervised

25. Assist in the selection of new technicians and paraprofessionals

26. Keep abreast of developments in the information field, and library practice, binding, and storage and preservation of library materials

27. Attend professional meetings and prepare reports for dissemination to staff

28. Develop professional contacts both within and outside the library

COLLECTION MAINTENANCE — MID LEVEL

Storage Maintenance

29. Work with senior staff to develop procedures for shifting the collection(s)

30. Supervise the shifting of the collection(s)

Preservation of Materials

31. Supervise the proper storage and handling of classified materials

32. Supervise the preservation treatment of rare/older materials

33. Identify serials and other materials available on commercially-produced microforms which should be acquired for preservation purposes; request order action by the acquisitions section for selected titles

34. Supervise the microfilming of selected materials for preservation

35. Determine proper treatment of damaged materials

36. Notify acquisitions section of material which needs replacement

37. Gather information on contract repair and preservation treatment of materials

38. Investigate the capabilities of various library security systems and make a recommendation for purchase

39. Train section staff and circulation staff in the operation and maintenance of the library's security system

40. Work with circulation staff to develop procedures and resolve problems related to their daily operation and maintenance of the library's security system

41. Examine library regularly for sources of moisture, fire or unauthorized entry

COLLECTION MAINTENANCE — MID LEVEL

Binding

42. Gather information on various binding agents: reputation, price, types of binding available, and average length of time materials are inaccessible

43. Prepare draft binding specifications

44. Work with serial records staff to develop procedures for creation of binding records as part of the serial record

45. Prepare draft procedures for in-house binding preparation

46. Work with the proper fiscal office and/or contract office to develop procedures for processing binding invoices

47. Work with the circulation section staff to develop procedures for use of the circulation system to control materials sent to the bindery, to identify heavily used materials, and to identify all materials which circulated during a specified time period

Inventory and Weeding

48. Work with acquisitions and cataloging section staff members to develop procedures to coordinate the replacement of missing materials following inventory and the update of cataloging records following inventory or weeding

49. Work with acquisitions and circulation staff members to draft procedures for identifying materials which should be reviewed by selection staff for possible weeding

Other

50. Make preliminary selection of forms and/or develop draft record formats for all collection maintenance files and operations

51. Assess performance of existing equipment/systems/supplies used in collection maintenance and investigate capabilities of other equipment/systems/supplies

52. Recommend acquisition of new/additional equipment/systems/supplies

53. Train staff in operation and in-house maintenance of equipment/systems

54. Supervise in-house operation and maintenance of equipment/systems

COLLECTION MAINTENANCE — MID LEVEL

Other (cont'd)

55. Gather information for maintenance contracts on equipment/systems

56. Draft statements of work for contact proposals for services, systems, equipment and/or maintenance

57. Evaluate contractors' proposals

58. Train and supervise entry level staff

59. Assist in the selection of new professional staff

60. Write articles for professional journals/newsletters when appropriate

COLLECTION MAINTENANCE — SENIOR LEVEL

Storage Maintenance

61. Work with the circulation section to identify the most heavily used portions of the collection and to select the type and placement of storage equipment and location guides which would enable users to access library materials more easily

62. Work with selection staff to identify areas of anticipated large growth in the collection(s) and to establish the average growth rate for all areas of the collection(s)

63. Draft a shelving plan to provide adequate space for growth of the collection(s)

Preservation

64. Identify optimum physical conditions for storing various types of library materials

65. Recommend improvements which could be made in current conditions to improve preservation of library materials

66. Draft a plan for regular vermin control in the library

67. Draft an emergency plan for dealing with possible water and smoke damage to the collection(s)

COLLECTION MAINTENANCE — SENIOR LEVEL

Preservation (cont'd)

68. Draft a policy statement concerning the preservation versus the replacement of library materials

69. Draft guidelines for staff to use in selecting materials for cleaning, repair, reinforcement, binding, or replacement

70. Work with selection staff to identify materials which should be retained in microform for preservation

71. Work with selection staff to identify valuable/rare materials in the collection which require special treatment

Binding

72. Evaluate the performance of the binder(s)

Inventory and Weeding

73. Draft procedures for conducting the inventory of the collection(s)

74. Recommend the frequency at which inventories should be conducted

75. Prepare a draft final report on the status of the collection(s) following inventory

Other

76. Function as a technical expert in all matters related to collection maintenance operations

77. Draft revisions to collection maintenance policies and procedures as required

78. Flowchart and document collection maintenance

79. Assist section manager in on-going systems analysis of the section

80. Analyze collection maintenance statistics and prepare draft statistical reports

81. Analyze financial data and prepare draft financial reports on expenditures for collection maintenance

82. Train and supervise mid level staff

83. Function as section manager in his/her absence

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

COLLECTION MAINTENANCE — ENTRY LEVEL

Basic knowledge

*** knowledge related to literacy, numeracy, communications, etc.

Subject knowledge

knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
** knowledge of foreign languages

Library & Information Science Knowledge (Generic)

* knowledge of definition, structure, and formats of information
* knowledge of alternative approaches to the organization of information
* knowledge of alternative approaches to retrieval of information
* knowledge of alternative approaches to information management
knowledge of available and emerging information technologies and their applications
* knowledge of completed and ongoing research in the field and its applicability to practice
* knowledge of career opportunities
*** knowledge of how to learn on an ongoing basis

Knowledge about information work environments

* knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
* knowledge of the variety of work settings and their organizational structures
* knowledge of the functions performed within the various work settings and the services and products offered
* knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

*** knowledge of the collection maintenance function, the range of services and products offered (both actual and potential)
** knowledge of the activities that are required to offer the services and produce the products
* knowledge of the various resources that are necessary to support the activities
** knowledge of collection maintenance tools and sources of information
** knowledge of collection maintenance methods and techniques
* knowledge of performance expected and how it can be measured
*** knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

COLLECTION MAINTENANCE — ENTRY LEVEL

Knowledge of how to do work

** knowledge of how to perform the various activities
** knowledge of how to use the collection maintenance tools and sources
** knowledge of how to apply the collection maintenance methods and techniques
* knowledge of personnel procedures

Knowledge of the organization served and its library (or information center)

** knowledge of the mission, goals and objectives of the organization served
** knowledge of the structure of the organization and the role of the library (or information center) within the organization
* knowledge of the various projects and key personnel within the organization
*** knowledge of the policies and procedures relevant to the library (or information center)
** knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
** knowledge of the users' information needs and requirements
*** knowledge of the collection, and of related collections

COLLECTION MAINTENANCE — MID LEVEL

*** greater depths of knowledge specified above
*** knowledge of the operations of other sections in the library and how they relate to collection maintenance
** knowledge of available vendor-supplied systems, services and products to support collection maintenance
* knowledge of the contracting process, both in general and within the organization
** knowledge of evaluation methods and techniques to evaluate systems, services and products

COLLECTION MAINTENANCE	SENIOR LEVEL

*** greater depths of knowledge specified above
* knowledge of public relations techniques
* knowledge of statistical description, analysis, interpretation and presentation
*** knowledge of the costs associated with library resources (materials, personnel, space, etc.)
** knowledge of cost analysis and interpretation methods
** knowledge of methods of resource allocation
** knowledge of standards, measures and methods for evaluating personnel
* knowledge of alternative management structures and their implications for the operation of the library
** state-of-the-art knowledge of library research and practice

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

COLLECTION MAINTENANCE — ENTRY LEVEL

Subject knowledge

* knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
* knowledge of foreign languages

Library & Information Science Knowledge (Generic)

* knowledge of definition, structure, and formats of information
* knowledge of alternative approaches to the organization of information
* knowledge of alternative approaches to retrieval of information
* knowledge of alternative approaches to information management
  knowledge of available and emerging information technologies and their applications
* knowledge of completed and ongoing research in the field and its applicability to practice
** knowledge of career opportunities
* knowledge of how to learn on an ongoing basis

Knowledge about information work environments

* knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
* knowledge of the variety of work settings and their organizational structures
* knowledge of the functions performed within the various work settings and the services and products offered
* knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

* knowledge of the collection maintenance function, the range of services and products offered (both actual and potential)
* knowledge of the activities that are required to offer the services and produce the products
* knowledge of the various resources that are necessary to support the activities
* knowledge of collection maintenance tools and sources of information
* knowledge of collection maintenance methods and techniques
* knowledge of performance expected and how it can be measured
* knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

COLLECTION MAINTENANCE — ENTRY LEVEL

Knowledge of how to do work

* knowledge of how to perform the various activities
* knowledge of how to use the collection maintenance tools and sources
* knowledge of how to apply the collection maintenance methods and techniques
* knowledge of personnel procedures

Knowledge of the organization served and its library (or information center)

* knowledge of the mission, goals and objectives of the organization served
* knowledge of the structure of the organization and the role of the library (or information center) within the organization
* knowledge of the various projects and key personnel within the organization
* knowledge of the policies and procedures relevant to the library (or information center)
* knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
* knowledge of the users' information needs and requirements
* knowledge of the collection, and of related collections

COLLECTION MAINTENANCE — MID LEVEL

* knowledge of evaluation methods and techniques to evaluate systems, services and products

COLLECTION MAINTENANCE — SENIOR LEVEL

* knowledge of alternative management structures and their implications for the operation of the library

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

COLLECTION MAINTENANCE — ENTRY LEVEL

Basic Skills

*** literacy, numeracy, cognitive, analytical, communications, etc.

Skills Related to Specific Activities

Ability to:

* perform each activity
* establish rapport with users and colleagues
* communicate well by written, verbal and non-verbal means
* conduct an interview
** conduct meetings with individuals and groups
* collect, analyze and interpret data
** make decisions and recommendations based on available information
supervise staff
* work independently and in groups
* develop criteria for evaluation

Ability to:

* make effective, timely, and well-informed decisions
* isolate and define problems and develop the necessary criteria and action for their solution
** manage time effectively

COLLECTION MAINTENANCE — MID LEVEL

Skills Related to Each Specific Activity

*** Skills listed above are developed to a greater extent

Ability to:

** perceive the needs of the organization and not just the library
** anticipate long-range needs of library
** design systems and procedures to improve library operations
arbitrate and negotiate

COLLECTION MAINTENANCE — SENIOR LEVEL

*** Skills listed above are developed to a greater extent

Ability to:

*** apply methods of measurement and evaluation
*** budget and make projections
*** optimize the use of library resources

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

COLLECTION MAINTENANCE — ENTRY LEVEL

Skills Related to Specific Activities

Ability to:

* collect, analyze and interpret data
* make decisions and recommendations based on available information
* supervise staff

COLLECTION MAINTENANCE — MID LEVEL

Skills Related to Each Specific Activity

Ability to:

* perceive the needs of the organization and not just the library
* anticipate long-range needs of library
* design systems and procedures to improve library operations
* arbitrate and negotiate

COLLECTION MAINTENANCE — SENIOR LEVEL

Ability to:

* apply methods of measurement and evaluation
* budget and make projections
* optimize the use of library resources

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

COLLECTION MAINTENANCE

Dispositional Attitudes

Attitudes Toward Institutions

** Respect for profession
** Respect for the library
* Respect for the parent organization

Attitudes Toward Other People

Toward Users

*** Respect users
* Like people in general
* Like to help people
* Like to meet people
Like to make others feel comfortable
* Sensitive to others' needs

Toward Others in the Workplace

*** Respect co-workers
** Like to work with others/as a team
* Like to work on own
** Willingness to draw upon and share knowledge and experience with others
** Supportive of co-workers
* Enjoy managing/supervising others

Personal Qualities

*** Alertness
* Assertiveness
* Compassion/Kindness
* Confidence
Cheerfulness
*** Dependability
* Determination/Tenacity
* Diplomacy
* Emotional stability
* Fairness
* Flexibility/Versatility
** Imagination
* Inquisitiveness
* Leadership ability

COLLECTION MAINTENANCE

Personal Qualities (cont'd)

* Neatness
* Need for achievement
* Objectivity
* Open-mindedness
* Optimism/Positive attitude
*** Organization
* Patience
* Physical endurance
** Resourceful
* Sensitive/Thoughtful
* Sense of humor
* Sense of ethics
* Tolerance

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

** Willingness to take/accept responsibility
* Willingness to take initiative
** Willingness to respond to authority, apply and follow policy
* Desire to learn/try
* Willingness to fail
*** Willingness to ask questions
*** Desire to work to best of ability
* Responsiveness to time constraints
*** Accuracy
* Willingness to get hands dirty
** Attention to detail
Willingness to do clerical tasks
** Desire to follow-through
* Service orientation
* Organizational identity
* Willingness to promote library and its services
* View of library as part of a larger information environment
** View of library as an organization
* Ability to see broad picture
* Ability to sacrifice short-term gains for long-term goals
* Political sense
* Curiosity
* Variety of interests
* Desire to grow personally
** Desire to grow professionally
* Desire to remain current in specific and general subject field
*** Positive attitude toward job

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

COLLECTION MAINTENANCE

Dispositional Attitudes

Attitudes Toward Other People

Toward Others in the Workplace

* Like to work on own
* Enjoy managing/supervising others

Personal Qualities

* Flexibility/Versatility
* Organization

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

* Service orientation
* Organizational identity
* View of library as part of a larger information environment
* Ability to see broad picture
* Ability to sacrifice short-term gains for long-term goals
* Political sense

SPECIAL LIBRARIAN COMPETENCIES

INTERLIBRARY LOAN

INTERLIBRARY LOAN — ENTRY LEVEL

Interlibrary Borrowing (ILB)

1. Receive users' requests for obtaining material from other libraries
2. Discuss cost considerations and time constraints with users
3. Record bibliographic and user information
4. Verify bibliographic information
5. Determine best source for obtaining materials
6. Determine alternate source(s) for obtaining materials as required
7. Supervise processing of ILB requests:

   complete loan forms, including copyright compliance notice
   transmit loan requests (by phone, mail, courier, teletype, or computer network)
   re-issue loan requests as required
   receive materials
   notify users of receipt of materials
   circulate materials to users
   update circulation/ILB files for circulated materials
   receive materials from users
   examine materials for damage, proper markings, etc.
   update circulation/ILB files for returned materials
   prepare borrowed materials for mailing/delivery
   follow-up overdues
   collect/charge overdue fines, if appropriate
   maintain record of ILB statistics
   maintain record of funds collected or charges assessed to organizational departments
   maintain files of materials obtained and not obtained on loan

8. Perform processing of ILB requests when necessary

Interlibrary Lending (ILL)

9. Receive ILL requests
10. Examine ILL forms for copyright compliance

INTERLIBRARY LOAN — ENTRY LEVEL

Interlibrary Lending (ILL) (cont'd)

11. Supervise processing of ILL requests:

    return ILL forms lacking proper copyright compliance notice
    determine location of material in library
    locate material in the collection
    photocopy journal articles and portions of printed materials
    prepare library materials/photocopies for mailing/delivery
    update circulation/ILL files for loaned materials
    examine returned materials for damage, proper markings, etc.
    update circulation/ILL files for returned materials
    shelve returned materials
    follow-up overdues
    collect/charge overdue fines, if appropriate
    collect funds for lost materials or receive replacement materials
    return ILL forms to originator for materials not owned/not available for loan
    maintain record of ILL statistics
    maintain record of funds collected or charges assessed to organizational departments
    maintain temporary files for ILL requests for materials owned but not found in the collection
    maintain temporary file of ILL requests for materials not owned by the library

12. Check to locate ILL requests that technicians report as "not found on shelf"

13. Perform processing of ILL requests when necessary

Other

14. Handle problems related to borrowing or lending of library materials; refer problems to higher level staff, as appropriate

15. Keep informed of current copyright legislation and its impact on interlibrary loan

16. Conduct library business by phone, when appropriate

17. Write memos and letters, as required

18. Prepare manuals of procedures

INTERLIBRARY LOAN — ENTRY LEVEL

Other (cont'd)

19. Make recommendations to the section manager for improvement in operations of the unit/section and for improvement in services to users

20. Attend and participate in staff meetings

21. Provide an overview of the operations of the unit/section to visitors, as requested

22. Supervise technicians and other paraprofessional staff

23. Work to develop "esprit de corps" among staff supervised

24. Assist section manager in writing job descriptions for self and for staff supervised

25. Assist section manager in developing performance standards for self and for staff supervised

26. Assist manager in the review and performance evaluation of staff supervised

27. Assist in the selection of new technicians and paraprofessionals

28. Keep abreast of developments in the information field, library practice, or legislation that affect interlibrary borrowing and lending

29. Attend professional meetings and prepare reports for dissemination to staff

30. Develop professional contacts both within and outside the library

INTERLIBRARY LOAN — MID LEVEL

31. Forward ILL "not found" and "not owned" requests and ILB requests to acquisitions section

32. Make preliminary selection of forms and/or develop draft record formats for all interlibrary loan files and operations

33. Work with circulation section staff to develop procedures and resolve problems related to use of the circulation files/system for interlibrary loan purposes

INTERLIBRARY LOAN — MID LEVEL

34. Assess performance of existing equipment/systems used in interlibrary loan and investigate capabilities of other equipment/systems

35. Recommend acquisition of new/additional equipment/systems

36. Train staff in operation and in-house maintenance of equipment/systems

37. Supervise in-house operation and maintenance of equipment/systems

38. Gather information for maintenance contracts on equipment/systems

39. Draft statements of work for contract proposals for services, systems, equipment and/or maintenance

40. Evaluate contractors' proposals

41. Train and supervise entry level staff

42. Assist in the selection of new professional staff

43. Write articles for professional journals/newsletters when appropriate

INTERLIBRARY LOAN — SENIOR LEVEL

44. Function as a technical expert in the interlibrary loan section

45. Work with serials control and cataloging staff to develop a serials holdings list

46. Make inquiries and recommendations concerning the advertisement, publication, and distribution of the serials holdings list

47. Work with reference and acquisitions staff to analyze library resources in the area and make recommendations concerning the degree to which duplication of collections should occur. Identify subject areas in which resource sharing may be mutually beneficial

48. Identify library networks/consortia which the library should consider joining/forming

49. Draft ILL/ILB procedures and policies; draft revisions as required

ACTIVITIES

INTERLIBRARY LOAN	SENIOR LEVEL

50. Flowchart and document ILL/ILB procedures
51. Assist section manager in on-going systems analysis of the section
52. Analyze ILL/ILB statistics and prepare draft statistical reports
53. Analyze financial data and prepare draft financial reports
54. Supervise mid level staff
55. Function as section manager in his/her absence

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

INTERLIBRARY LOAN — ENTRY LEVEL

Basic knowledge

*** knowledge related to literacy, numeracy, communications, etc.

Subject knowledge

knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
* knowledge of foreign languages

Library & Information Science Knowledge (Generic)

* knowledge of definition, structure, and formats of information
* knowledge of alternative approaches to the organization of information
* knowledge of alternative approaches to retrieval of information
* knowledge of alternative approaches to information management
* knowledge of available and emerging information technologies and their applications
knowledge of completed and ongoing research in the field and its applicability to practice
knowledge of career opportunities
** knowledge of how to learn on an ongoing basis

Knowledge about information work environments

* knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
knowledge of the variety of work settings and their organizational structures
* knowledge of the functions performed within the various work settings and the services and products offered
** knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

*** knowledge of the interlibrary loan function, the range of services and products offered (both actual and potential)
*** knowledge of the activities that are required to offer the services and produce the products
** knowledge of the various resources that are necessary to support the activities
*** knowledge of interlibrary loan tools and sources of information
*** knowledge of interlibrary loan methods and techniques
** knowledge of performance expected and how it can be measured
** knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

INTERLIBRARY LOAN — ENTRY LEVEL

Knowledge of how to do work

*** knowledge of how to perform the various activities
*** knowledge of how to use the interlibrary loan tools and sources
** knowledge of how to apply the interlibrary loan methods and techniques
* knowledge of personnel procedures

Knowledge of the organization served and its library (or information center)

* knowledge of the mission, goals and objectives of the organization served
* knowledge of the structure of the organization and the role of the library (or information center) within the organization
knowledge of the various projects and key personnel within the organization
** knowledge of the policies and procedures relevant to the library (or information center)
** knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
** knowledge of the users' information needs and requirements
*** knowledge of the collection, and of related collections

INTERLIBRARY LOAN — MID LEVEL

*** greater depths of knowledge specified above
** knowledge of the operations of other sections in the library and how they relate to interlibrary loan
** knowledge of available vendor-supplied systems, services and products to support interlibrary loan
** knowledge of the contracting process, both in general and within the organization
** knowledge of evaluation methods and techniques to evaluate systems, services and products

INTERLIBRARY LOAN — SENIOR LEVEL

*** greater depths of knowledge specified above
* knowledge of public relations techniques
* knowledge of statistical description, analysis, interpretation and presentation
** knowledge of the costs associated with library resources (materials, personnel, space, etc.)
** knowledge of cost analysis and interpretation methods
* knowledge of methods of resource allocation
** knowledge of standards, measures and methods for evaluating personnel
* knowledge of alternative management structures and their implications for the operation of the library
* state-of-the-art knowledge of library research and practice

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

INTERLIBRARY LOAN — ENTRY LEVEL

Subject knowledge

* knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
* knowledge of foreign languages

Library & Information Science Knowledge (Generic)

* knowledge of definition, structure, and formats of information
* knowledge of alternative approaches to the organization of information
* knowledge of alternative approaches to retrieval of information
* knowledge of alternative approaches to information management
* knowledge of available and emerging information technologies and their applications
** knowledge of completed and ongoing research in the field and its applicability to practice
* knowledge of career opportunities
* knowledge of how to learn on an ongoing basis

Knowledge about information work environments

* knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
** knowledge of the variety of work settings and their organizational structures
* knowledge of the functions performed within the various work settings and the services and products offered
* knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

* knowledge of the interlibrary loan function, the range of services and products offered (both actual and potential)
* knowledge of the activities that are required to offer the services and produce the products
** knowledge of the various resources that are necessary to support the activities
* knowledge of interlibrary loan tools and sources of information
* knowledge of interlibrary loan methods and techniques
* knowledge of performance expected and how it can be measured
* knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

INTERLIBRARY LOAN — ENTRY LEVEL

Knowledge of how to do work

* knowledge of how to perform the various activities
* knowledge of how to use the interlibrary loan tools and sources
* knowledge of how to apply the interlibrary loan methods and techniques
* knowledge of personnel procedures

Knowledge of the organization served and its library (or information center)

* knowledge of the mission, goals and objectives of the organization served
* knowledge of the structure of the organization and the role of the library (or information center) within the organization
* knowledge of the various projects and key personnel within the organization
* knowledge of the policies and procedures relevant to the library (or information center)
* knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
** knowledge of the users' information needs and requirements
* knowledge of the collection, and of related collections

INTERLIBRARY LOAN — MID LEVEL

* greater depths of knowledge specified above
* knowledge of the operations of other sections in the library and how they relate to interlibrary loan
* knowledge of available vendor-supplied systems, services and products to support interlibrary loan
* knowledge of the contracting process, both in general and within the organization
* knowledge of evaluation methods and techniques to evaluate systems, services and products

INTERLIBRARY LOAN — SENIOR LEVEL

* greater depths of knowledge specified above
* knowledge of public relations techniques
* knowledge of statistical description, analysis, interpretation and presentation
* knowledge of the costs associated with library resources (materials, personnel, space, etc.)
* knowledge of cost analysis and interpretation methods
* knowledge of methods of resource allocation
* knowledge of standards, measures and methods for evaluating personnel
* knowledge of alternative management structures and their implications for the operation of the library
* state-of-the-art knowledge of library research and practice

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

INTERLIBRARY LOAN — ENTRY LEVEL

Basic Skills

*** literacy, numeracy, cognitive, analytical, communications, etc.

Skills Related to Specific Activities

Ability to:

* perform each activity
* establish rapport with users and colleagues
* communicate well by written, verbal and non-verbal means
* conduct an interview
* conduct meetings with individuals and groups
* collect, analyze and interpret data
* make decisions and recommendations based on available information
  supervise staff
* work independently and in groups
  develop criteria for evaluation

Ability to:

** make effective, timely, and well-informed decisions
** isolate and define problems and develop the necessary criteria and action for their solution
* manage time effectively

INTERLIBRARY LOAN — MID LEVEL

Skills Related to Each Specific Activity

** Skills listed above are developed to a greater extent

Ability to:

** perceive the needs of the organization and not just the library
* anticipate long-range needs of library
* design systems and procedures to improve library operations
* arbitrate and negotiate

INTERLIBRARY LOAN — SENIOR LEVEL

*** Skills listed above are developed to a greater extent

Ability to:

*** apply methods of measurement and evaluation
** budget and make projections
*** optimize the use of library resources

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

INTERLIBRARY LOAN — ENTRY LEVEL

Skills Related to Specific Activities

Ability to:

* conduct meetings with individuals and groups

Ability to:

* isolate and define problems and develop the necessary criteria and action for their solution

INTERLIBRARY LOAN — MID LEVEL

Skills Related to Each Specific Activity

Ability to:

* arbitrate and negotiate

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

INTERLIBRARY LOAN

Dispositional Attitudes

Attitudes Toward Institutions

** Respect for profession
** Respect for the library
* Respect for the parent organization

Attitudes Toward Other People

Toward Users

*** Respect users
** Like people in general
* Like to help people
Like to meet people
* Like to make others feel comfortable
* Sensitive to others' needs

Toward Others in the Workplace

*** Respect co-workers
* Like to work with others/as a team
* Like to work on own
** Willingness to draw upon and share knowledge and experience with others
** Supportive of co-workers
* Enjoy managing/supervising others

Personal Qualities

*** Alertness
* Assertiveness
** Compassion/Kindness
* Confidence
** Cheerfulness
*** Dependability
* Determination/Tenacity
* Diplomacy
* Emotional stability
* Fairness
** Flexibility/Versatility
* Imagination
* Inquisitiveness
Leadership ability

INTERLIBRARY LOAN

Personal Qualities (cont'd)

* Neatness
* Need for achievement
* Objectivity
* Open-mindedness
* Optimism/Positive attitude
* Organization
* Patience
** Physical endurance
*** Resourceful
** Sensitive/Thoughtful
* Sense of humor
** Sense of ethics
* Tolerance

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

** Willingness to take/accept responsibility
* Willingness to take initiative
** Willingness to respond to authority, apply and follow policy
** Desire to learn/try
* Willingness to fail
*** Willingness to ask questions
*** Desire to work to best of ability
* Responsiveness to time constraints
*** Accuracy
Willingness to get hands dirty
*** Attention to detail
Willingness to do clerical tasks
** Desire to follow-through
** Service orientation
* Organizational identity
* Willingness to promote library and its services
* View of library as part of a larger information environment
** View of library as an organization
* Ability to see broad picture
* Ability to sacrifice short-term gains for long-term goals
* Political sense
** Curiosity
* Variety of interests
* Desire to grow personally
* Desire to grow professionally
* Desire to remain current in specific and general subject field
** Positive attitude toward job

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

INTERLIBRARY LOAN

Dispositional Attitudes

Attitudes Toward Other People

Toward Users

* Like people in general
* Like to help people
* Like to meet people
* Like to make others feel comfortable
* Sensitive to others' needs

Toward Others in the Workplace

* Enjoy managing/supervising others

Personal Qualities

* Assertiveness
* Compassion/Kindness
* Cheerfulness
* Flexibility/Versatility
** Physical endurance

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

* View of library as part of a larger information environment
* View of library as an organization
* Ability to see broad picture
* Ability to sacrifice short-term gains for long-term goals
* Political sense
* Variety of interests
* Desire to grow personally
* Desire to remain current in specific and general subject field

SPECIAL LIBRARIAN COMPETENCIES

MANAGEMENT

ACTIVITIES

MANAGEMENT	SENIOR LEVEL (Section Manager)

General Administration

1. Work with library/library system director and other section/branch managers to formulate and/or interpret library objectives
2. Prepare written section/branch objectives
3. Coordinate section/branch objectives with those of other sections/ branches of the library system
4. Evaluate current activities in terms of the section/branch's objectives
5. Identify required statistics and reports
6. Prepare final version of section's/branch's annual reports and other reports
7. Supervise clerical staff who

   type correspondence, reports, etc.
   answer phones
   sort and route mail
   maintain section/branch files and records
   input and maintain payroll data

Planning

8. Maintain an awareness of the current and planned information and service needs of the user community
9. Assess future needs and develop long-range plans
10. Recommend new activities/programs when appropriate

Financial Management

11. Prepare operating and capital budgets, both short- and long-term
12. Justify the section's/branch's budgets
13. Control expenditures and operate within the budgets
14. Establish financial policies and procedures in keeping with the library system's overall financial operations
15. Establish costs for services, if appropriate

ACTIVITIES

MANAGEMENT	SENIOR LEVEL (Section Manager)

Financial Management (cont'd)

16. Supervise charging for services, if appropriate

17. Determine the cost of in-house versus contract processing and services

18. Supervise the deposit of any funds received

Policies and Procedures

19. Review and approve/modify section/branch policies as drafted by senior staff

20. Present policies to library/library system director for approval

21. Monitor established policies and guidelines

22. Revise policies and guidelines as required

23. Review and approve/modify procedures recommended by staff

Management of Activities

24. Supervise overall operation of the section/branch

25. Coordinate section/branch activities with other operations within the library system

26. Supervise the establishment of work schedules to ensure adequate staffing of the section/branch

27. Supervise the maintenance of adequate production levels, production deadlines and quality control

28. Identify activities which could be curtailed if staff reduction and/or budget cuts were required

Systems Analysis and Design

29. Perform on-going systems analysis of section/branch activities

30. Review and approve/modify record formats and other file design data for section/branch files as recommended by staff

31. Work with systems staff/representatives and section/branch staff to resolve problems with operation of automated systems, if applicable

ACTIVITIES

MANAGEMENT	SENIOR LEVEL (Section Manager)

Facilities, Equipment and Supplies, and Contract Services

32. Work with architects and interior designers to plan section/branch design and layout for new facilities

33. Plan the rearrangement of existing facilities

34. Select furnishings for section/branch

35. Request maintenance of facilities as required

36. Review and approve/modify staff recommendations for acquisition of equipment, forms, supplies and systems

37. Recommend and support acquisition of selected items

38. Arrange for purchase of approved items

39. Maintain inventory listings of furnishings and equipment in section/branch

40. Review and approve/modify final draft of contract-related documentation

41. Designate a staff member to serve as the section's/branch's technical representative for each contract

42. Evaluate contractors' performance

Personnel Management and Staff Development

43. Review staffing and work loads to ensure that employees are properly utilized

44. Prepare final version of job descriptions for entire staff of section/branch

45. Request and justify new positions

46. Initiate staff recruitment after staffing requests are approved

47. Interview and select candidates for positions

48. Ensure that new staff receive proper orientation and on-the-job training

49. Review personnel records of staff

MANAGEMENT	SENIOR LEVEL (Section Manager)

Personnel Management and Staff Development (cont'd)

50. Approve/modify performance standards as developed by staff

51. Prepare written performance evaluations for entire staff

52. Conduct conferences with individual staff members to discuss performance evaluations and other matters as appropriate

53. Suggest ways in which individual staff members may improve performance and/or become eligible for promotion

54. Approve library-funded training for staff

55. Prepare documentation for awards, grievance actions, separations, etc.

56. Present awards

57. Discipline staff as required

58. Conduct exit interviews with staff

59. Approve leave

60. Approve vacation schedules

Communications

61. Conduct staff meetings

62. Ensure that communication is maintained within the section/branch so that staff will know what is happening in the section/branch, the library system, the advisory groups, the network(s), and in the information world in general

63. Establish and maintain good working relationships within the library system

64. Make preliminary arrangements for cooperative efforts with other sections/branches

65. Represent section/branch or designate representative(s) for joint projects with other areas of the library system

MANAGEMENT	SENIOR LEVEL (Section Manager)

Marketing and Public Relations

66. Establish and maintain good working relationships with librarians from other libraries in the area

67. Communicate with other libraries regarding any difficulties associated with cooperative activities

68. Join/participate in forming library networks/consortia and support network goals and activities

69. Receive official visitors to the section/branch

70. Arrange for overviews/tours of the section's/branch's operations

71. Coordinate the production of publications/information products by section/branch staff

72. Ensure that documents describing the section/branch and its policies and procedures are up-to-date

73. Approve/make arrangements for advertisement, publication, and distribution of documents/information products produced by section/branch staff

Research and Development

74. Identify problem areas related to the section's/branch's activities/objectives which require further study

75. Arrange for and monitor in-house or contract studies of the problem areas

76. Evaluate the recommendations of the studies

77. Implement new programs/procedures as appropriate

ACTIVITIES

MANAGEMENT	SENIOR LEVEL (Library Director/ Library System Director)

General Administration

1. Work with senior institutional administrators to formulate and/or interpret objectives of the library/library system

2. Supervise the preparation of written library/library system objectives

3. Coordinate library/library system objectives with those of other systems within the institution

4. Evaluate current activities in terms of the library's/library system's objectives

5. Identify required statistics and reports

6. Prepare final version of library's/library system's annual reports and other reports

7. Supervise clerical staff who

   type correspondence, reports, etc.
   answer phones
   sort and route mail
   maintain files and records
   input and maintain payroll data

Planning

8. Maintain an awareness of the current and planned information and service needs of the user community

9. Assess future needs and develop long-range plans

10. Recommend new activities/programs when appropriate

Financial Management

11. Supervise the preparation of operating and capital budgets, both short- and long-term

12. Justify the library's/library system's budgets to institutional administrators

13. Supervise expenditure control and operatation within the budgets

MANAGEMENT	SENIOR LEVEL (Library Director/ Library System Director)

Financial Management (cont'd)

14. Establish financial policies and procedures in keeping with the institution's overall financial operations

15. Supervise the establishment of costs for services, if appropriate

16. Supervise charging for services, if appropriate

17. Supervise the determination of the cost of in-house versus contract processing and services

18. Supervise the deposit of funds received by the library/library system

Policies and Procedures

19. Review and approve/modify library/library system policies as drafted by senior staff

20. Present policies to institutional administrators for concurrence

21. Supervise the monitoring of established policies and guidelines

22. Supervise the revision of policies and guidelines as required

23. Review and approve/modify procedures recommended by staff

Management of Activities

24. Supervise overall operation of the library/library system

25. Coordinate library/library system activities with the insitution

26. Supervise the establishment of work schedules to ensure adequate staffing of the library/library system

27. Supervise the maintenance of adequate production levels, production deadlines and quality control

28. Identify activities which could be curtailed if staff reduction and/or budget cuts were required

MANAGEMENT	SENIOR LEVEL (Library Director/ Library System Director)

Systems Analysis and Design

29. Supervise the on-going systems analysis of library/library system activities

30. Review and approve/modify file design data for library/library system files as recommended by staff

31. Supervise efforts of senior staff to resolve problems with operation of automated systems, if applicable

Facilities, Equipment and Supplies, and Contract Services

32. Select and justify locations of new facilities and collections

33. Work with architects and interior designers to plan the overall design and layout for new facilities

34. Supervise planning for rearrangement of existing facilities

35. Supervise selection of furnishings for library facilities

36. Supervise maintenance of facilities as required

37. Review and approve/modify staff recommendations for acquisition of equipment, forms, supplies and systems

38. Justify acquisition of selected items to institutional administrators

39. Supervise purchase of approved items

40. Supervise maintenance of inventory listings of furnishings and equipment in the library/library system

41. Review and approve/modify major contract documentation

42. Supervise in-house management of contract activity

43. Supervise the evaluation of contractors' performance

MANAGEMENT	SENIOR LEVEL (Library Director/ Library System Director)

Personnel Management and Staff Development

44. Supervise staff review of staffing and work loads to ensure that employees are properly utilized

45. Review/prepare final version of job descriptions for senior staff of library/library system and for staff in the director's office

46. Request and justify new positions

47. Supervise staff recruitment after staffing requests are approved

48. Interview and select candidates for senior staff positions and for director's staff

49. Ensure that new staff receive proper orientation and on-the-job training

50. Review personnel records of senior and director's staff

51. Approve/modify performance standards as developed by senior and director's staff

52. Prepare written performance evaluations for senior and director's staff

53. Conduct conferences with individual members of senior and director's staff to discuss performance evaluations and other matters as appropriate

54. Suggest ways in which individual members of senior and director's staff may improve performance and/or become eligible for promotion

55. Approve library-funded training for senior and director's staff

56. Review/prepare documentation for awards, grievance actions, separations, etc.

57. Present awards

58. Discipline senior and director's staff as required

59. Conduct exit interviews with senior and director's staff and other staff, as appropriate

60. Approve leave for senior and director's staff

61. Approve vacation schedules for senior and director's staff

MANAGEMENT	SENIOR LEVEL (Library Director/ Library System Director)

Communications

62. Attend staff meetings of senior institution staff as the representative of the library/library system

63. Conduct staff meetings of senior and director's staff

64. Ensure that communication is maintained within the library/library system so that staff will know what is happening in the library, the library system, the advisory groups, the network(s), and in the information world in general

65. Establish and maintain good working relationships within the library/library system and within the sponsoring institution

66. Make preliminary arrangements for cooperative efforts with other libraries/library systems and/or with library/bibliographic networks

67. Represent the library/library system or designate representative(s) for joint projects with other libraries/library systems and/or with library/bibliographic networks

Marketing and Public Relations

68. Market the library/library system and its services to higher level institutional administrators

69. Supervise the marketing of the library/library system and its services to the user community

70. Establish and maintain good working relationships with librarians from other libraries/systems/networks

71. Communicate with other libraries/systems/networks regarding any difficulties associated with cooperative activities

72. Join/participate in forming library networks/consortia and support network goals and activities

73. Receive official visitors to the library/library system

74. Supervise arrangements for overviews/tours of the library/library system

MANAGEMENT	SENIOR LEVEL (Library Director/ Library System Director)

Marketing and Public Relations (cont'd)

75. Supervise the coordination of production of publications/information products by library/library system

76. Ensure that documents describing the library/library system and its policies and procedures are up-to-date

77. Approve/modify/recommended arrangements for advertisement, publication, and distribution of documents/information products produced by library/library system

Research and Development

78. Identify and/or review problem areas related to the library's/library system's activities/objectives which require further study

79. Review, approve/modify in-house or contract studies of the problem areas

80. Review and approve/modify evaluations by senior staff of studies' recommendations

82. Approve and supervise implementation of new programs/procedures as appropriate

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

MANAGEMENT — SENIOR LEVEL

Basic knowledge

*** knowledge related to literacy, numeracy, communications, etc.

Subject knowledge

* knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
knowledge of foreign languages

Library & Information Science Knowledge (Generic)

** knowledge of definition, structure, and formats of information
*** knowledge of alternative approaches to the organization of information
*** knowledge of alternative approaches to retrieval of management information
*** knowledge of alternative approaches to information management
*** knowledge of available and emerging information technologies and their applications
** knowledge of completed and ongoing research in the field and its applicability to practice
** knowledge of career opportunities
*** knowledge of how to learn on an ongoing basis

Knowledge about information work environments

*** knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
*** knowledge of the variety of work settings and their organizational structures
*** knowledge of the functions performed within the various work settings and the services and products offered
*** knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

*** knowledge of the management function, the range of services and products offered (both actual and potential)
*** knowledge of the activities that are required to offer the services and produce the products
*** knowledge of the various resources that are necessary to support the activities
*** knowledge of management tools and sources of information
*** knowledge of management methods and techniques
*** knowledge of performance expected and how it can be measured
*** knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

MANAGEMENT — SENIOR LEVEL

Knowledge of how to do work

** knowledge of how to perform the various activities
*** knowledge of how to use the management tools and sources of management information
*** knowledge of how to apply the management methods and techniques
*** knowledge of personnel procedures
* knowledge of the operations of other sections in the library and how they related to management
* knowledge of available vendor-supplied systems, services and products to support management
** knowledge of the contracting process, both in general and within the organization
*** knowledge of evaluation methods and techniques to evaluate systems, services and products
** knowledge of public relations techniques
** knowledge of statistical description, analysis, interpretation and presentation
*** knowledge of the costs associated with library resources (materials, personnel, space, etc.)
*** knowledge of cost analysis and interpretation methods
*** knowledge of methods of resource allocation
*** knowledge of standards, measures and methods for evaluating personnel
** knowledge of alternative management structures and their implications for the operation of the library
** state-of-the-art knowledge of library research and practice

Knowledge of the organization served and its library (or information center)

*** knowledge of the mission, goals and objectives of the organization served
*** knowledge of the structure of the organization and the role of the library (or information center) within the organization
*** knowledge of the various projects and key personnel within the organization
*** knowledge of the policies and procedures relevant to the library (or information center)
*** knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
*** knowledge of the users' information needs and requirements
** knowledge of the collection, and of related collections

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

MANAGEMENT — SENIOR LEVEL

Subject knowledge

* knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
  knowledge of foreign languages

Library & Information Science Knowledge (Generic)

* knowledge of definition, structure, and formats of information
* knowledge of alternative approaches to the organization of information
* knowledge of alternative approaches to retrieval of management information
** knowledge of alternative approaches to information management
** knowledge of available and emerging information technologies and their applications
* knowledge of completed and ongoing research in the field and its applicability to practice
* knowledge of career opportunities
* knowledge of how to learn on an ongoing basis

Knowledge about information work environments

* knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
* knowledge of the variety of work settings and their organizational structures
* knowledge of the functions performed within the various work settings and the services and products offered
* knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

* knowledge of the management function, the range of services and products offered (both actual and potential)
* knowledge of the activities that are required to offer the services and produce the products
* knowledge of the various resources that are necessary to support the activities
* knowledge of management tools and sources of information
* knowledge of management methods and techniques
* knowledge of performance expected and how it can be measured
* knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

MANAGEMENT — SENIOR LEVEL

Knowledge of how to do work

* knowledge of how to perform the various activities
* knowledge of how to use the management tools and sources of management information
* knowledge of how to apply the management methods and techniques
* knowledge of personnel procedures
* knowledge of the operations of other sections in the library and how they related to management
* knowledge of available vendor-supplied systems, services and products to support management
* knowledge of the contracting process, both in general and within the organization
* knowledge of evaluation methods and techniques to evaluate systems, services and products
* knowledge of public relations techniques
* knowledge of statistical description, analysis, interpretation and presentation
* knowledge of the costs associated with library resources (materials, personnel, space, etc.)
** knowledge of cost analysis and interpretation methods
* knowledge of methods of resource allocation
* knowledge of standards, measures and methods for evaluating personnel
* knowledge of alternative management structures and their implications for the operation of the library
* state-of-the-art knowledge of library research and practice

Knowledge of the organization served and its library (or information center)

* knowledge of the mission, goals and objectives of the organization served
* knowledge of the structure of the organization and the role of the library (or information center) within the organization
* knowledge of the various projects and key personnel within the organization
* knowledge of the policies and procedures relevant to the library (or information center)
* knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
* knowledge of the users' information needs and requirements
* knowledge of the collection, and of related collections

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

MANAGEMENT — SENIOR LEVEL

Basic Skills

*** literacy, numeracy, cognitive, analytical, communications, etc.

Skills Related to Specific Activities

Ability to:

* perform each activity
*** establish rapport with users and colleagues
*** communicate well by written, verbal and non-verbal means
** conduct an interview
*** conduct meetings with individuals and groups
*** collect, analyze and interpret data
*** make decisions and recommendations based on available information
*** supervise staff
*** work independently and in groups
*** develop criteria for evaluation

Ability to:

*** make effective, timely, and well-informed decisions
*** isolate and define problems and develop the necessary criteria and action for their solution
*** manage time effectively

Skills Related to Each Specific Activity

Ability to:

*** perceive the needs of the organization and not just the library
*** anticipate long-range needs of library
** design systems and procedures to improve library operations
*** arbitrate and negotiate
*** apply methods of measurement and evaluation
*** budget and make projections
*** optimize the use of library resources

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

MANAGEMENT — SENIOR LEVEL

Skills Related to Specific Activities

Ability to:

* manage time effectively

Skills Related to Each Specific Activity

Ability to:

* perceive the needs of the organization and not just the library
* anticipate long-range needs of library

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

MANAGEMENT

Dispositional Attitudes

Attitudes Toward Institutions

*** Respect for profession
*** Respect for the library
*** Respect for the parent organization

Attitudes Toward Other People

Toward Users

*** Respect users
* Like people in general
* Like to help people
* Like to meet people
Like to make others feel comfortable
* Sensitive to others' needs

Toward Others in the Workplace

*** Respect co-workers
*** Like to work with others/as a team
** Like to work on own
*** Willingness to draw upon and share knowledge and experience with others
*** Supportive of co-workers
*** Enjoy managing/supervising others

Personal Qualities

** Alertness
*** Assertiveness
* Compassion/Kindness
*** Confidence
* Cheerfulness
*** Dependability
** Determination/Tenacity
*** Diplomacy
** Emotional stability
*** Fairness
*** Flexibility/Versatility
*** Imagination
** Inquisitiveness
*** Leadership ability

Personal Qualities (cont'd)

* Neatness
** Need for achievement
*** Objectivity
*** Open-mindedness
** Optimism/Positive attitude
*** Organization
* Patience
* Physical endurance
** Resourceful
* Sensitive/Thoughtful
* Sense of humor
*** Sense of ethics
** Tolerance

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

*** Willingness to take/accept responsibility
*** Willingness to take initiative
* Willingness to respond to authority, apply and follow policy
** Desire to learn/try
** Willingness to fail
*** Willingness to ask questions
*** Desire to work to best of ability
** Responsiveness to time constraints
*** Accuracy
* Willingness to get hands dirty
Attention to detail
*** Desire to follow-through
* Service orientation
*** Organizational identity
*** Willingness to promote library and its services
*** View of library as part of a larger information environment
*** View of library as an organization
*** Ability to see broad picture
*** Ability to sacrifice short-term gains for long-term goals
*** Political sense
* Curiosity
* Variety of interests
* Desire to grow personally
*** Desire to grow professionally
*** Desire to remain current in specific and general subject field
*** Positive attitude toward job

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

MANAGEMENT

Dispositional Attitudes

Attitudes Toward Other People

Toward Users

* Like to help people
* Like to meet people

Personal Qualities

* Dependability
* Fairness
* Flexibility/Versatility
* Imagination
* Leadership ability
* Physical endurance
* Sense of humor

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

* Organizational identity
* Willingness to promote library and its services
* View of library as part of a larger information environment
* Ability to see broad picture
* Political sense
* Variety of interests
* Desire to grow personally
* Positive attitude toward job

SPECIAL LIBRARIAN COMPETENCIES

REFERENCE

ACTIVITIES

REFERENCE	ENTRY LEVEL

Solicited Searches

1. Interview users to evaluate information requirements, and determine budgetary and time constraints, etc.
2. Counsel clients on specifying information requirements
3. Develop and implement strategy for obtaining, evaluating, and packaging information and data to meet users' needs
4. Select search methods (e.g., online and/or manual)
5. Determine appropriate source (e.g., databases, printed publications, experts, etc.)
6. Conduct searches, using proper subject terms for sources selected
7. Review retrieval output for relevancy
8. Provide information for users in the form of references or source documents
9. Translate titles and abstracts
10. Refer users to higher-level reference staff, as appropriate
11. Refer users to other information services, as appropriate

Unsolicited Searches

12. Perform online searches according to SDI profiles.

Other

13. Answer ready reference questions
14. Instruct users in reference methods, sources, services and policies
15. Alert users to non-print and in-house developed sources of information
16. Perform bibliographic verification as required
17. Recommend acquisition of materials for the reference and general collections
18. Recommend materials/data for inclusion in reference source files (vertical file; in-house indexes)

REFERENCE	ENTRY LEVEL

Other (cont'd)

19. Supervise orderly maintenance of the reference room and re-shelving/re-filing of reference materials

20. Maintain a record of reference seaching statistics

21. Maintain a record of financial data (funds received/charged to organizational depatments in payment for computerized retrieval, packaged literature searches and other products, or services for which charging may be authorized)

22. Conduct library business by phone, when appropriate

23. Write memos and letters, as required

24. Prepare an information package for users to describe reference services and policies

25. Prepare manuals of procedures

26. Make recommendations to the section manager for improvement in operations of the section and for improvement in services to users

27. Attend and participate in staff meetings

28. Provide an overview of the operations of the unit/section to visitors, as requested

29. Supervise technicians and other paraprofessional staff

30. Work to develop "esprit de corps" among staff supervised

31. Assist section manager in writing job descriptions for self and for staff supervised

32. Assist section manager in developing performance standards for self and for staff supervised

33. Assist manager in the review and performance evaluation of staff supervised

34. Assist in the selection of new technicians and paraprofessionals

35. Keep abreast of new and changing reference sources, services and tools

ACTIVITIES

REFERENCE — ENTRY LEVEL

Other (cont'd)

36. Keep abreast of new and developing technologies applicable to reference searching

37. Attend professional meetings and prepare reports for dissemination to staff

38. Develop professional contacts both within and outside the library

---

REFERENCE — MID LEVEL

Solicited Searches

39. Perform more complex searches

40. Provide additional information for users (e.g. in the form of critical annotations, abstracts, analytical reports, etc.)

Unsolicited Searches

41. Assist in developing broad-scope, published literature searches with executive analyses, resulting from anticipation and recognition of other information needs

42. Identify topics and develop search strategies

43. Conduct searches

44. Evaluate search results

45. Prepare searches for publication

46. Distribute published literature searches

Other

47. Work with users to develop SDI profiles

48. Interact with users to suggest changes in SDI profiles

49. Supervise the maintenance of the file of SDI profiles

50. Organize and maintain reference source files (vertical file, in-house indexes)

REFERENCE — MID LEVEL

Other (cont'd)

51. Inform organizational staff of books and articles related to their interests

52. Schedule and supervise shelf reading of the reference collection

53. Make preliminary selection of forms and/or develop draft record formats for all reference files and operations

54. Identify and evaluate commercially available information services

55. Assess performance of existing equipment/systems/services used in reference and investigate capabilities of other equipment/systems/services

56. Recommend acquisition of new/additional equipment/systems/services

57. Train staff in operation and in-house maintenance of equipment/systems/services

58. Supervise in-house operation and maintenance of equipment/systems/services

59. Gather information for maintenance contracts on equipment/systems

60. Draft statements of work for contract proposals for services, systems, equipment and/or maintenance

61. Evaluate contractors' proposals

62. Train and supervise entry level staff

63. Assist in the selection of new professional staff

64. Write articles for professional journals/newsletters when appropriate

REFERENCE — SENIOR LEVEL

Solicited Searches

65. Review solicited searches performed by others and suggest additional search strategies as appropriate

66. Refer users to subject experts as appropriate

REFERENCE — SENIOR LEVEL

Unsolicited Searches

67. Review unsolicited searches performed by others and suggest additional search strategies as appropriate

68. Prepare executive analyses for published searches

69. Arrange for publication

70. Develop a public relations strategy for marketing the publication

71. Develop distribution list

72. Develop announcement of publication

Other

73. Function as a technical expert in all matters relating to reference service

74. Interact with colleagues and subject experts in identifying unrecorded/unindexed sources of information and data, and report to staff

75. Review and weed the reference collection on a regular basis

76. Review and weed reference source files on a regular basis

77. Work with interlibrary loan and selection staff members to analyze library resources in the area and to make recommendations concerning the degree to which duplication of reference collections should occur

78. Work with selection staff to compile lists of reference books and standard works which comprise a basic collection in each major subject area. New editions of these materials are acquired when published

79. Work with selection staff to select materials for a small collection to support organizational staff who may be located in a remote facility

80. Draft reference service procedures and policies; draft revisions as required

81. Flowchart and document reference service procedures

82. Assist section manager in on-going systems analysis of the section

83. Analyze statistics and prepare draft statistical reports

REFERENCE	SENIOR LEVEL

Other (cont'd)

84. Develop charging strategies

85. Analyze financial data and prepare draft financial reports

86. Handle deposit of funds/assessment of charges

87. Supervise mid level staff

88. Function as section manager in his/her absence

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

REFERENCE	ENTRY LEVEL

Basic knowledge

*** knowledge related to literacy, numeracy, communications, etc.

Subject knowledge

* knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
* knowledge of foreign languages

Library & Information Science Knowledge (Generic)

*** knowledge of definition, structure, and formats of information
* knowledge of alternative approaches to the organization of information
** knowledge of alternative approaches to retrieval of information
* knowledge of alternative approaches to information management
* knowledge of available and emerging information technologies and their applications
* knowledge of completed and ongoing research in the field and its applicability to practice
* knowledge of career opportunities
*** knowledge of how to learn on an ongoing basis

Knowledge about information work environments

* knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
knowledge of the variety of work settings and their organizational structures
* knowledge of the functions performed within the various work settings and the services and products offered
** knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

*** knowledge of the reference function, the range of services and products offered (both actual and potential)
*** knowledge of the activities that are required to offer the services and produce the products
*** knowledge of the various resources that are necessary to support the activities
*** knowledge of reference/referral tools and sources of information
*** knowledge of reference/referral methods and techniques
** knowledge of performance expected and how it can be measured
** knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

REFERENCE — ENTRY LEVEL

Knowledge of how to do work

*** knowledge of how to perform the various activities
*** knowledge of how to use the reference/referral and other sources
*** knowledge of how to apply the reference/referral methods and techniques
knowledge of personnel procedures

Knowledge of the organization served and its library (or information center)

** knowledge of the mission, goals and objectives of the organization served
** knowledge of the structure of the organization and the role of the library (or information center) within the organization
* knowledge of the various projects and key personnel within the organization
** knowledge of the policies and procedures relevant to the library (or information center)
** knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
*** knowledge of the users' information needs and requirements
*** knowledge of the collection, and of related collections

REFERENCE — MID LEVEL

*** greater depths of knowledge specified above
knowledge of the operations of other sections in the library and how they relate to reference
*** knowledge of available vendor-supplied systems, services and products to support reference
* knowledge of the contracting process, both in general and within the organization
** knowledge of evaluation methods and techniques to evaluate systems, services and products
** knowledge of public relations techniques

REFERENCE	SENIOR LEVEL

*** greater depths of knowledge specified above
** knowledge of statistical description, analysis, interpretation and presentation
*** knowledge of the costs associated with library resources (materials, personnel, space, etc.)
** knowledge of cost analysis and interpretation methods
*** knowledge of methods of resource allocation
*** knowledge of standards, measures and methods for evaluating personnel
** knowledge of alternative management structures and their implications for the operation of the library
*** state-of-the-art knowledge of library research and practice

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

KNOWLEDGE

REFERENCE	ENTRY LEVEL

Basic knowledge

* knowledge related to literacy, numeracy, communications, etc.

Subject knowledge

* knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
* knowledge of foreign languages

Library & Information Science Knowledge (Generic)

* knowledge of definition, structure, and formats of information
* knowledge of alternative approaches to the organization of information
** knowledge of alternative approaches to retrieval of information
** knowledge of alternative approaches to information management
*** knowledge of available and emerging information technologies and their applications
** knowledge of completed and ongoing research in the field and its applicability to practice
** knowledge of career opportunities
** knowledge of how to learn on an ongoing basis

Knowledge about information work environments

* knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
* knowledge of the variety of work settings and their organizational structures
** knowledge of the functions performed within the various work settings and the services and products offered
** knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

* knowledge of the reference function, the range of services and products offered (both actual and potential)
* knowledge of the activities that are required to offer the services and produce the products
** knowledge of the various resources that are necessary to support the activities
* knowledge of reference/referral tools and sources of information
* knowledge of reference/referral methods and techniques
* knowledge of performance expected and how it can be measured
* knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

REFERENCE — ENTRY LEVEL

Knowledge of how to do work

* knowledge of how to perform the various activities
* knowledge of how to use the reference/referral and other sources
* knowledge of how to apply the reference/referral methods and techniques
* knowledge of personnel procedures

Knowledge of the organization served and its library (or information center)

* knowledge of the mission, goals and objectives of the organization served
* knowledge of the structure of the organization and the role of the library (or information center) within the organization
** knowledge of the various projects and key personnel within the organization
* knowledge of the policies and procedures relevant to the library (or information center)
* knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
** knowledge of the users' information needs and requirements
* knowledge of the collection, and of related collections

REFERENCE — MID LEVEL

* greater depths of knowledge specified above
* knowledge of the operations of other sections in the library and how they relate to reference
** knowledge of available vendor-supplied systems, services and products to support reference
* knowledge of the contracting process, both in general and within the organization
** knowledge of evaluation methods and techniques to evaluate systems, services and products
** knowledge of public relations techniques

REFERENCE	SENIOR LEVEL

* greater depths of knowledge specified above
** knowledge of statistical description, analysis, interpretation and presentation
* knowledge of the costs associated with library resources (materials, personnel, space, etc.)
* knowledge of cost analysis and interpretation methods
* knowledge of methods of resource allocation
* knowledge of standards, measures and methods for evaluating personnel
* knowledge of alternative management structures and their implications for the operation of the library
* state-of-the-art knowledge of library research and practice

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

SKILLS

REFERENCE — ENTRY LEVEL

Basic Skills

*** literacy, numeracy, cognitive, analytical, communications, etc.

Skills Related to Specific Activities

Ability to:

* perform each activity
** establish rapport with users and colleagues
*** communicate well by written, verbal and non-verbal means
** conduct an interview
* conduct meetings with individuals and groups
* collect, analyze and interpret data
** make decisions and recommendations based on available information
* supervise staff
* work independently and in groups
* develop criteria for evaluation

Ability to:

** make effective, timely, and well-informed decisions
* isolate and define problems and develop the necessary criteria and action for their solution
** manage time effectively

REFERENCE — MID LEVEL

Skills Related to Each Specific Activity

*** Skills listed above are developed to a greater extent

Ability to:

** perceive the needs of the organization and not just the library
** anticipate long-range needs of library
** design systems and procedures to improve library operations
arbitrate and negotiate

REFERENCE	SENIOR LEVEL

*** Skills listed above are developed to a greater extent

Ability to:

*** apply methods of measurement and evaluation
** budget and make projections
*** optimize the use of library resources

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

SKILLS

REFERENCE — ENTRY LEVEL

Basic Skills

* literacy, numeracy, cognitive, analytical, communications, etc.

Skills Related to Specific Activities

Ability to:

* communicate well by written, verbal and non-verbal means
* conduct an interview
* conduct meetings with individuals and groups
* collect, analyze and interpret data
* develop criteria for evaluation

Ability to:

* make effective, timely, and well-informed decisions
* isolate and define problems and develop the necessary criteria and action for their solution

REFERENCE — MID LEVEL

Skills Related to Each Specific Activity

Ability to:

* perceive the needs of the organization and not just the library
* anticipate long-range needs of library

REFERENCE — SENIOR LEVEL

Ability to:

* apply methods of measurement and evaluation
* budget and make projections
* optimize the use of library resources

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

ATTITUDES

REFERENCE

Dispositional Attitudes

Attitudes Toward Institutions

*** Respect for profession
** Respect for the library
** Respect for the parent organization

Attitudes Toward Other People

Toward Users

*** Respect users
** Like people in general
*** Like to help people
* Like to meet people
* Like to make others feel comfortable
* Sensitive to others' needs

Toward Others in the Workplace

*** Respect co-workers
* Like to work with others/as a team
* Like to work on own
** Willingness to draw upon and share knowledge and experience with others
** Supportive of co-workers
* Enjoy managing/supervising others

Personal Qualities

*** Alertness
* Assertiveness
* Compassion/Kindness
** Confidence
* Cheerfulness
*** Dependability
** Determination/Tenacity
** Diplomacy
** Emotional stability
* Fairness
** Flexibility/Versatility
*** Imagination
** Inquisitiveness
Leadership ability

REFERENCE

Personal Qualities (cont'd)

Neatness
* Need for achievement
** Objectivity
* Open-mindedness
* Optimism/Positive attitude
** Organization
* Patience
* Physical endurance
*** Resourceful
* Sensitive/Thoughtful
* Sense of humor
** Sense of ethics
* Tolerance

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

*** Willingness to take/accept responsibility
** Willingness to take initiative
* Willingness to respond to authority, apply and follow policy
*** Desire to learn/try
* Willingness to fail
*** Willingness to ask questions
*** Desire to work to best of ability
** Responsiveness to time constraints
*** Accuracy
* Willingness to get hands dirty
** Attention to detail
Willingness to do clerical tasks
** Desire to follow-through
*** Service orientation
* Organizational identity
** Willingness to promote library and its services
** View of library as part of a larger information environment
** View of library as an organization
* Ability to see broad picture
* Ability to sacrifice short-term gains for long-term goals
* Political sense
** Curiosity
* Variety of interests
* Desire to grow personally
** Desire to grow professionally
** Desire to remain current in specific and general subject field
*** Positive attitude toward job

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

ATTITUDES

REFERENCE

Dispositional Attitudes

Attitudes Toward Institutions

* Respect for the parent organization

Attitudes Toward Other People

Toward Users

* Like children
* Like to help people
* Like to meet people
* Like to make others feel comfortable
* Sensitive to others' needs

Toward Others in the Workplace

* Enjoy managing/supervising others

Personal Qualities

* Confidence
* Fairness
* Optimism/Positive attitude

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

* Willingness to do clerical tasks
* Service orientation
* Organizational identity
* Willingness to promote library and its services
* View of library as part of a larger information environment
* Ability to see broad picture
* Variety of interests
* Desire to grow personally
* Desire to remain current in specific and general subject field

SPECIAL LIBRARIAN COMPETENCIES

SERIALS CONTROL

SERIALS CONTROL — ENTRY LEVEL

Verification and Ordering

1. Receive citations for selected serials/numbered series from the acquisitions section

2. Receive citations from organization staff for office copy subscriptions

3. Receive issues/parts of serials/numbered series from the acquisitions section which were received on approval, as gifts, etc.

4. Develop a working knowledge of the library's collection development policies and guidelines

5. Refer questionable citations/items to supervisor for selection review

6. Determine source of procurement for each title ordered (jobber, direct, gift, exchange, etc.)

7. Supervise ordering of serials/numbered series:

   verify and locate additional bibliographic data as required; refer problems to supervisor
   search serial records to determine if title is already on order
   for older materials/citations, search library's catalog(s) to determine if entire series is in the collection already
   prepare serial records for titles to be ordered
   prepare subscription orders, including the proper "ship to" addresses for office copies
   prepare purchase orders, if required
   prepare order documentation for mailing
   forward order documentation to the acquisitions section for fiscal control and mailing
   claim outstanding orders (no issues received)
   claim missing issues
   cancel orders, as required
   re-issue orders to different sources as required
   order replacement copies of damaged/lost issues
   process renewals
   maintain a statistical record of ordering operations

8. Search for trade and non-trade bibliographic information that technicians are unable to locate; refer problems to higher level staff, as appropriate

SERIALS CONTROL — ENTRY LEVEL

Receipt Processing

9. Supervise receipt processing of serials/numbered series:

   sort incoming items, if appropriate
   search serials file to locate the records
   update records with receipt of individual issues/numbers/parts
   flag records for gap filling
   record/affix locator data on each piece (classification number, special collection symbol, etc.)
   mark materials with the library's identification
   affix security labels
   place issues in special binders, if appropriate
   affix routing slips or photocopy tables of contents and send to proper staff, if appropriate
   place new serial titles on the appropriate truck for delivery to the cataloging section
   place items which have title changes on the truck for cataloging
   place new issues for the reading room on the appropriate truck
   place issues for the stacks on the appropriate trucks
   deliver trucks to proper locations
   annotate receipt on packing slips/invoice copies, if received, and forward to the acquisitions section
   annotate packing slips/invoice copies for damaged/imperfect or unwanted hardbound series; forward documentation and pieces to the acquisitions section for processing
   place surplus materials in specified area to await proper disposal by the acquisitions section
   maintain record of receipt processing statistics

10. Assign processing priorities to new serial titles and to other series requiring update of cataloging records

File Maintenance

11. Supervise creation and maintenance of serial records:

   input records for library and office copies ordered
   update records with data re: cancellations, reissues, claims, and gap filling
   update records with shelving location data for newly-cataloged titles
   update records with data re: change in frequency, change of title, change in publisher, cessation, change of shelving location, change in addressee for routing piece/table of contents

SERIALS CONTROL — ENTRY LEVEL

File Maintenance

11. Supervise creation and maintenance of serial records (cont'd):

    input new records for newly changed titles
    update records with binding control data if serial records are automated
    input cross reference records as required
    remove records from the active file when appropriate
    delete records when appropriate
    maintain statistical records of file creation and maintenance operations

12. Supervise the forwarding of correspondence re: cessation/completion of series to the cataloging section following maintenance of serial records

Other

13. Handle problems related to ordering and receipt processing of serials/numbered series and to overall maintenance of the serial records; refer problems to higher level staff, as appropriate

14. Conduct library business by phone, when appropriate

15. Write memos and letters, as required

16. Prepare manuals of procedures

17. Make recommendations to the section manager for improvement in operations of the unit/section

18. Attend and participate in staff meetings

19. Provide an overview of the operations of the unit/section to visitors, as requested

20. Supervise technicians and other paraprofessional staff

21. Work to develop "esprit de corps" among staff supervised

22. Assist section manager in writing job descriptions for self and for staff supervised

23. Assist section manager in developing performance standards for self and for staff supervised

SERIALS CONTROL — ENTRY LEVEL

Other (cont'd)

24. Assist manager in the review and performance evaluation of staff supervised

25. Assist in the selection of new technicians and paraprofessionals

26. Keep abreast of developments in the information field, library practice, or legislation that affect library processing and control of serials/numbered series

27. Attend professional meetings and prepare reports for dissemination to staff

28. Develop professional contacts both within and outside the library

SERIALS CONTROL — MID LEVEL

Verification and Ordering

29. Develop procedures for the verification and ordering of serials/ numbered series

30. Supervise the maintenance of an address file of procurement sources for serials

31. Draft form letters for ordering serials, claiming/cancelling orders, claiming missing issues, ordering lost/damaged issues, etc.

32. Work with the acquisitions section to schedule purchases of serials in order to operate within the budget

33. Work with the acquistions section to develop procedures for the handling of the final steps in serials ordering and invoice processing

34. Identify sources for filling gaps when the required issues are unavailable from the publishers

35. Coordinate gap filling as gaps are reported by collection maintenance staff as part of binding preparation and inventory operations

SERIALS CONTROL — MID LEVEL

Receipt Processing

36. Develop procedures for receipt processing of serials/numbered series

File Maintenance

37. Develop procedures for maintenance of the serial records

39. Make preliminary selection of forms and/or develop draft record formats for all serial record files

39. Work with collection maintenance staff to develop procedures and record formats for including binding control data in automated serial records

Fiscal Control

40. Together with the acquisitions section, work with the contract and/or purchasing department(s) of the parent organization to identify unique requirements and develop draft procedures for purchasing serials and services (e.g., open ended subscriptions, dealer check-in)

41. Work with the acquisitions section to develop procedures for proper packing slip/invoice handling and receipt certification by serial records staff

42. Assist acquisitions section in resolving any problems related to payment for serials

43. Remain aware of the expenditures and balances in the serials account(s); notify the section manager of situations which may require special action

44. Project budget requirements for purchasing serials for the new fiscal year

Other

45. Assess performance of existing equipment/systems used in serial records and investigate capabilities of other equipment/systems

46. Recommend acquisition of new/additional equipment/systems

47. Train staff in operation and in-house maintenance of equipment/systems

48. Supervise in-house operation and maintenance of equipment/systems

49. Gather information for maintenance contracts on equipment/systems

SERIALS CONTROL — MID LEVEL

Other (cont'd)

50. Draft statements of work for contract proposals for services, systems, equipment and/or maintenance

51. Evaluate contractors' proposals

52. Train and supervise entry level staff

53. Assist in the selection of new professional staff

54. Write articles for professional journals/newsletters when appropriate

SERIALS CONTROL — SENIOR LEVEL

Selection

55. Review items identified by staff as being of questionable suitability for the collection; concur with the selections and/or refer the remaining questionable items to senior acquisitions staff for review

56. Work with senior acquisitions staff to formulate draft selection policies for serials/numbered series

57. Work with senior acquisitions staff to prepare draft selection guidelines for serials/numbered series to be used by selection staff as an aid in interpreting selection policies

58. Contact organizational staff concerning the advisability of purchasing expensive serials for office collections versus placing them in the library's collection

59. Coordinate the annual review by organizational staff of the list of serials/numbered series currently acquired for the library's collection(s)

60. Coordinate the annual review by organizational staff of the list of serial titles which they currently receive as office copies, on routing and/or as photocopied tables of contents

Verification and Ordering

61. Select and maintain an up-to-date collection of aids to bibliographic verification of serials data

SERIALS CONTROL — SENIOR LEVEL

Receipt Processing

62. Work with senior acquisitions and cataloging staff members to identify processing priorities for various categories of serials and to draft guidelines for priority assignment

Other

63. Function as a technical expert in all matters related to processing of serials/numbered series

64. Interview dealers' representatives to learn about the particular services they offer

65. Identify dealers who have a good performance record in supplying irregular serials, congress/conference proceedings, and other series which are difficult to acquire on subscription

66. Assist the section manager in negotiating with dealers' representatives to obtain the required level of service in acquiring and/or processing serials

67. Evaluate dealers' performance and report to section manager

68. Work with interlibrary loan and cataloging section staff members to produce and/or update the library's serials holding list

69. Draft serials records procedures and policies; draft revisions as required

70. Flowchart and document serial records procedures

71. Assist section manager in on-going systems analysis of the section

72. Analyze serials processing statistics and prepare draft statistical reports

73. Train and supervise mid level staff

74. Function as section manager in his/her absence

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

SERIALS CONTROL — ENTRY LEVEL

Basic knowledge

*** knowledge related to literacy, numeracy, communications, etc.

Subject knowledge

* knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
* knowledge of foreign languages

Library & Information Science Knowledge (Generic)

** knowledge of definition, structure, and formats of information
** knowledge of alternative approaches to the organization of information
* knowledge of alternative approaches to retrieval of information
** knowledge of alternative approaches to information management
* knowledge of available and emerging information technologies and their applications
knowledge of completed and ongoing research in the field and its applicability to practice
knowledge of career opportunities
*** knowledge of how to learn on an ongoing basis

Knowledge about information work environments

* knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
* knowledge of the variety of work settings and their organizational structures
* knowledge of the functions performed within the various work settings and the services and products offered
** knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

*** knowledge of the serials control function, the range of services and products offered (both actual and potential)
*** knowledge of the activities that are required to offer the services and produce the products
*** knowledge of the various resources that are necessary to support the activities
*** knowledge of serials control tools and sources of bibliographic information
*** knowledge of serials control methods and techniques
*** knowledge of performance expected and how it can be measured
* knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

SERIALS CONTROL — ENTRY LEVEL

Knowledge of how to do work

*** knowledge of how to perform the various activities
*** knowledge of how to use the serials control tools and sources of bibliographic information
** knowledge of how to apply the serials control methods and techniques
* knowledge of personnel procedures

Knowledge of the organization served and its library (or information center)

*** knowledge of the mission, goals and objectives of the organization served
* knowledge of the structure of the organization and the role of the library (or information center) within the organization
* knowledge of the various projects and key personnel within the organization
*** knowledge of the policies and procedures relevant to the library (or information center)
*** knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
** knowledge of the users' information needs and requirements
* knowledge of the collection, and of related collections

SERIALS CONTROL — MID LEVEL

*** greater depths of knowledge specified above
*** knowledge of the operations of other sections in the library and how they relate to serials control
*** knowledge of available vendor-supplied systems, services and products to support serials control
*** knowledge of the contracting process, both in general and within the organization
** knowledge of evaluation methods and techniques to evaluate systems, services and products

SERIALS CONTROL — SENIOR LEVEL

*** greater depths of knowledge specified above
* knowledge of public relations techniques
** knowledge of statistical description, analysis, interpretation and presentation
** knowledge of the costs associated with library resources (materials, personnel, space, etc.)
** knowledge of cost analysis and interpretation methods
*** knowledge of methods of resource allocation
** knowledge of standards, measures and methods for evaluating personnel
*** knowledge of alternative management structures and their implications for the operation of the library
*** state-of-the-art knowledge of library research and practice

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

SERIALS CONTROL — ENTRY LEVEL

Subject knowledge

* knowledge of the primary subject field of users served (e.g., medicine, chemistry, law, etc.)
* knowledge of foreign languages

Library & Information Science Knowledge (Generic)

* knowledge of definition, structure, and formats of information
* knowledge of alternative approaches to the organization of information
** knowledge of alternative approaches to retrieval of information
* knowledge of alternative approaches to information management
** knowledge of available and emerging information technologies and their applications
* knowledge of completed and ongoing research in the field and its applicability to practice
** knowledge of career opportunities
** knowledge of how to learn on an ongoing basis

Knowledge about information work environments

* knowledge of the expanding information community, its participants and their interrelationships (social, economic, technical, etc.)
* knowledge of the variety of work settings and their organizational structures
* knowledge of the functions performed within the various work settings and the services and products offered
* knowledge of the users of the services and products, their characteristics and information habits

Knowledge of what work is done

* knowledge of the serials control function, the range of services and products offered (both actual and potential)
* knowledge of the activities that are required to offer the services and produce the products
* knowledge of the various resources that are necessary to support the activities
* knowledge of serials control tools and sources of bibliographic information
* knowledge of serials control methods and techniques
* knowledge of performance expected and how it can be measured
* knowledge of job responsibilities and working conditions (e.g., range of duties, probable compensation, benefits, etc.)

SERIALS CONTROL — ENTRY LEVEL

Knowledge of how to do work

* knowledge of how to perform the various activities
* knowledge of how to use the serials control tools and sources of bibliographic information
* knowledge of how to apply the serials control methods and techniques
** knowledge of personnel procedures

Knowledge of the organization served and its library (or information center)

* knowledge of the mission, goals and objectives of the organization served
* knowledge of the structure of the organization and the role of the library (or information center) within the organization
* knowledge of the various projects and key personnel within the organization
* knowledge of the policies and procedures relevant to the library (or information center)
* knowledge of the various resources available within the library (e.g., personnel, equipment, etc.)
* knowledge of the users' information needs and requirements
* knowledge of the collection, and of related collections

SERIALS CONTROL — MID LEVEL

* greater depths of knowledge specified above
* knowledge of the operations of other sections in the library and how they relate to serials control
* knowledge of available vendor-supplied systems, services and products to support serials control
* knowledge of the contracting process, both in general and within the organization
* knowledge of evaluation methods and techniques to evaluate systems, services and products

SERIALS CONTROL — SENIOR LEVEL

* greater depths of knowledge specified above
* knowledge of public relations techniques
* knowledge of statistical description, analysis, interpretation and presentation
* knowledge of the costs associated with library resources (materials, personnel, space, etc.)
* knowledge of cost analysis and interpretation methods
* knowledge of methods of resource allocation
* knowledge of standards, measures and methods for evaluating personnel
* knowledge of alternative management structures and their implications for the operation of the library
* state-of-the-art knowledge of library research and practice

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

SERIALS CONTROL — ENTRY LEVEL

Basic Skills

*** literacy, numeracy, cognitive, analytical, communications, etc.

Skills Related to Specific Activities

Ability to:

* perform each activity
** establish rapport with users and colleagues
** communicate well by written, verbal and non-verbal means
* conduct an interview
* conduct meetings with individuals and groups
* collect, analyse and interpret data
** make decisions and recommendations based on available information
* supervise staff
* work independently and in groups
develop criteria for evaluation

Ability to:

*** make effective, timely, and well-informed decisions
** isolate and define problems and develop the necessary criteria and action for their solution
** manage time effectively

SERIALS CONTROL — MID LEVEL

Skills Related to Each Specific Activity

*** Skills listed above are developed to a greater extent

Ability to:

** perceive the needs of the organisation and not just the library
** anticipate long-range needs of library
*** design systems and procedures to improve library operations
* arbitrate and negotiate

SERIALS CONTROL — SENIOR LEVEL

*** Skills listed above are developed to a greater extent

Ability to:

** apply methods of measurement and evaluation
** budget and make projections
*** optimize the use of library resources

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

SERIALS CONTROL — ENTRY LEVEL

Skills Related to Specific Activities

Ability to:

* collect, analyze and interpret data
* supervise staff

COMPETENCIES VALIDATED AS
ESSENTIAL VERSUS DESIRABLE

SERIALS CONTROL

Dispositional Attitudes

Attitudes Toward Institutions

** Respect for profession
** Respect for the library
** Respect for the parent organization

Attitudes Toward Other People

Toward Users

*** Respect users
* Like people in general
* Like to help people
Like to meet people
Like to make others feel comfortable
* Sensitive to others' needs

Toward Others in the Workplace

*** Respect co-workers
* Like to work with others/as a team
* Like to work on own
** Willingness to draw upon and share knowledge and experience with others
** Supportive of co-workers
* Enjoy managing/supervising others

Personal Qualities

** Alertness
* Assertiveness
Compassion/Kindness
* Confidence
* Cheerfulness
** Dependability
* Determination/Tenacity
* Diplomacy
* Emotional stability
* Fairness
** Flexibility/Versatility
Imagination
* Inquisitiveness
* Leadership ability

SERIALS CONTROL

Personal Qualities (cont'd)

* Neatness
* Need for achievement
** Objectivity
** Open-mindedness
* Optimism/Positive attitude
** Organization
* Patience
* Physical endurance
** Resourceful
* Sensitive/Thoughtful
* Sense of humor
** Sense of ethics
* Tolerance

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

*** Willingness to take/accept responsibility
** Willingness to take initiative
** Willingness to respond to authority, apply and follow policy
*** Desire to learn/try
* Willingness to fail
*** Willingness to ask questions
*** Desire to work to best of ability
** Responsiveness to time constraints
*** Accuracy
* Willingness to get hands dirty
*** Attention to detail
* Willingness to do clerical tasks
** Desire to follow-through
* Service orientation
* Organizational identity
* Willingness to promote library and its services
* View of library as part of a larger information environment
** View of library as an organization
* Ability to see broad picture
* Ability to sacrifice short-term gains for long-term goals
* Political sense
* Curiosity
* Variety of interests
* Desire to grow personally
* Desire to grow professionally
* Desire to remain current in specific and general subject field
** Positive attitude toward job

COMPETENCIES VALIDATED AS BECOMING
MORE VERSUS LESS IMPORTANT
IN THE FUTURE

ATTITUDES

SERIALS CONTROL

Dispositional Attitudes

Attitudes Toward Other People

Toward Users

* Like to help people
* Like to meet people
* Like to make others feel comfortable

Personal Qualities

* Assertiveness
* Compassion/Kindness
* Cheerfulness
* Flexibility/Versatility
* Imagination
* Open-mindedness
* Physical endurance
* Sensitive/Thoughtful

Attitudes Related to Job/Work/Organization

Individual should demonstrate:

* Organizational identity
* Willingness to promote library and its services
* Ability to see broad picture
* Ability to sacrifice short-term gains for long-term goals
* Variety of interests
* Desire to grow personally